



## **Batley Multi Academy Trust - Job Description**

|  |                                     |
|--|-------------------------------------|
| <b>Trust/School Post:</b>  | Batley Multi Academy Trust          |
| <b>Department:</b>   | Central Team                        |
| <b>Post:</b>   | Receptionist/Administration Officer |
| <b>Grade:</b>  | 5                                   |
| <b>Accountable to:</b>   | EA to the CEO                       |
| <b>Responsible for:</b>  | N/A                                 |
| <b>Purpose of Job</b>  |                                     |
| To provide effective and efficient reception and administrative support within the Trust Development Centre.   |                                     |
| <b>Responsibilities</b>  |                                     |
| <ul style="list-style-type: none"><li>• Provide excellent customer service as the first point of contact for all visitors both in person and on the telephone.</li><li>• Deal with all requests in a courteous, professional, calm and friendly manner.</li><li>• Maintain an awareness of the location of learners, staff and visitors at all times to deal with queries.</li><li>• Operate an efficient system for ensuring messages are passed onto the appropriate staff in a timely manner.</li><li>• Ensure all visitors to the Trust are welcomed, signed in and issued with the correct lanyard.</li><li>• Ensure safeguarding systems are adhered to through managing access to the Trust and maintaining visitor information.</li><li>• Support fire evacuation procedures.</li><li>• Ensure the confidentiality of your working environment.</li><li>• Provide general administrative support to the Trust e.g. typing, photocopying, emailing, database inputting and managing post etc.</li><li>• Notify staff of deliveries awaiting collection.</li><li>• Carry out basic first aid for visitors and staff as required.</li></ul> |                                     |
| <b>Additional Information</b>  |                                     |
| <ul style="list-style-type: none"><li>• Undertake any such duties commensurate with the post as directed by the CEO/Line Manager.</li><li>• As part of the wider duties and responsibilities, the post holder is expected to promote and actively support the Trust's responsibilities towards safeguarding.</li><li>• A good knowledge and understanding of the Data Protection Act 2018 and a willingness and commitment to ensure compliance of this and any associated data-related legislation.</li></ul>   |                                     |

- Develop and maintain an awareness of mental health issues affecting both colleagues and learners and act in a supportive way that helps others and enables them to be open about any issues affecting them.



### **Batley Multi Academy Trust - Employee Specification**

|  |                 |
|--|-----------------|
| <b>Post: Receptionist/Administration Officer</b> | <b>Grade: 5</b> |
|--|-----------------|

Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

| <b>Qualifications, Skills, Experience</b>                       | <b>Essential/<br/>Desirable</b> | <b>Method of<br/>assessment</b>        |
|---|---------------------------------|--|
| The role requires a minimum of Grade 4 – 9 (A –C) in English.   | Essential                       | Certificates                           |
| Basic First Aid Trained (or willingness to undertake training). | Desirable                       | Certificates                           |
| Experience of working in a busy office/reception environment.   | Essential                       | Application Form/<br>Selection Process |
| Experience of dealing with confidential information.            | Desirable                       | Application Form/<br>Selection Process |
| Experience of working in a school setting.                      | Desirable                       | Application Form                       |

| <b>Performance Attributes</b><br><i>Please note, all the following criteria are <b>essential</b></i>   | <b>Method of<br/>assessment</b>        |
|--|--|
| Excellent literacy and numeracy skills to be able to produce complex documentation.  | Application Form/<br>Selection Process |
| Good developed IT skills.  | Application Form                       |
| Effectively communicates and exchanges orally or in writing varied information to inform others, including colleagues, learners, parents/carers and members of the public. | Application Form/<br>Selection Process |
| Works cooperatively as part of a team, taking responsibility for activities as directed.   | Application Form/<br>Selection Process |
| Makes a contribution to working flexibly with colleagues within and across the teams and supports others to achieve shared goals.  | Application Form/<br>Selection Process |
| Takes a flexible approach to changing priorities or unexpected situations.   | Application Form/<br>Selection Process |



|  |  |
|--|--|
| Consistently performs to the best of their ability in accordance with the Trust's policies and procedures and delivers an efficient and effective service. | Application Form/<br>Selection Process |
| Ability to use a range of problem solving techniques, to think creatively when presented with varied requests and to know when to refer on to colleagues.  | Application Form/<br>Selection Process |
| Recognises the importance of continued professional development and identifies training needs.   | Application Form/<br>Selection Process |
| Works with integrity, honesty and professionalism.   | Application Form/<br>Selection Process |
| Resilient and able to work under pressure.   | Application Form/<br>Selection Process |