

### **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/ Desirable</b>	<b>Method of 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/ Selection Process
Experience of dealing with confidential information.	Desirable	Application Form/ Selection Process
Experience of working in a school setting.	Desirable	Application Form

<b>Performance Attributes</b> <i>Please note, all the following criteria are <b>essential</b></i>	<b>Method of assessment</b>
Excellent literacy and numeracy skills to be able to produce complex documentation.	Application Form/ 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/ Selection Process
Works cooperatively as part of a team, taking responsibility for activities as directed.	Application Form/ Selection Process
Makes a contribution to working flexibly with colleagues within and across the teams and supports others to achieve shared goals.	Application Form/ Selection Process
Takes a flexible approach to changing priorities or unexpected situations.	Application Form/ 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/ 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/ Selection Process
Recognises the importance of continued professional development and identifies training needs.	Application Form/ Selection Process
Works with integrity, honesty and professionalism.	Application Form/ Selection Process
Resilient and able to work under pressure.	Application Form/ Selection Process