



Job Description

JOB TITLE: Receptionist/Administrative Assistant

RESPONSIBLE TO: Business Manager

Main purpose

The Receptionist/Administrative Assistant is responsible for supporting with the administrative and organisational processes within the school.

Duties and responsibilities

Receptionist

- Act as the first point of contact for parents, children and visitors arriving at the school.
- Ensure the effective operation of an attractive and welcoming reception point for all visitors to the school giving information and directions to assist them adequately in the purpose of their visit and to record visitors onto and away from the site in line with safeguarding procedures.
- Deal with telephone and face to face enquiries efficiently and in a professional and supportive manner. Take messages and identify and deal with queries raised by callers in person or on the telephone by liaising with other staff as necessary.

Administration

- Update and maintain the school's electronic calendar.
- Monitor, respond and distribute, as necessary, communications received in all formats to the main office.
- To assist with maintaining pupil records.
- To be responsible for sending out the Headteachers newsletters to parents and staff.

- Take messages for the B & T club (before and after-school club) and report to them on a daily basis, children's absence, additional sessions etc.
- Report any issues with the school's IT systems to the ICT support team.
- Provide administrative support to classroom staff as needed.
- Carry out filing, printing and photocopying.
- Keeping a stock take of photocopier paper and re-ordering with the Business Manager as required.
- Organisation and collation of first aid and medical information, keeping existing systems up to date.

Security

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing visitor passes and notifying them of safeguarding and safety procedures.
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.

General

- Contribute to the efficient operation of the school office by undertaking, as directed from the Headteacher or Business Manager, clerical and word processing duties when not dealing with enquiries.
- To ensure the health and safety and welfare of pupils, staff and visitors at all times.
- Carry out first aid duties as and when necessary.
- To carry out any other duties as may reasonably be required by the Head Teacher or Business Manager.
- Provide lunchtime cover for Administrator in school office and occasional Midday Supervisor cover

Person Specification

CRITERIA	QUALITIES
Qualifications and Training	<ul style="list-style-type: none"> ● GCSE Maths and English – Grade C or above. ● First aid training (or willingness to complete it)
Experience	<ul style="list-style-type: none"> ● Dealing with face to face and telephone interactions. ● Working with children or young people. ● Working and collaborating within a team.
Skills and Knowledge	<ul style="list-style-type: none"> ● Good oral and written communication skills. ● Ability to respond quickly and effectively to issues that arise. ● Ability to plan, organise and prioritise to meet deadlines. ● Ability to use own initiative and take action accordingly. ● Excellent attention to detail. ● Ability to use IT packages including Word and Excel. ● Ability to use relevant office equipment effectively. ● Ability to build effective working relationships with colleagues. ● Understanding of data protection and confidentiality. ● Understanding of safeguarding (Training will be given)
Personal qualities	<ul style="list-style-type: none"> ● Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils. ● Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school. ● Ability to work under pressure and prioritise effectively. ● Commitment to safeguarding and equality. ● Embraces change well. ● Deals with difficult situations effectively.