

JOB DESCRIPTION

Job Title:	Receptionist and Administration Assistant
Disclosure Level:	Disclosure Barring Service – Enhanced Certificate
Responsible to:	Office Manager
Liaison with:	All staff, Students, Parents/Carers

Job Purpose:

To act as an overall Receptionist and Administration Support Assistant within the office, by providing support for a range of office functions.

Key responsibilities:

- Providing reception and switchboard support to the school
- Providing clerical support to the school's administrative function
- Receiving, signing in and dealing with or directing pupils, parents and other school visitors as appropriate
- Taking telephone calls and delivering messages as appropriate
- Ensuring that attendance registers are collated each morning and afternoon, for use by teaching staff
- Receiving and sorting incoming mail for delivery to appropriate staff
- Recording, stamping/franking and posting outgoing mail
- Routine word processing, as and when required
- Preparation and maintenance of files and pupil records
- Dealing with deliveries and enquiries from staff, parents, trades people etc
- Preparation of returns and records
- Individuals have a responsibility for promoting and safeguarding the welfare of children and young people that he / she is responsible for or comes into contact with
- To ensure all tasks are carried out with due regard to Health and Safety
- To adhere to the ethos of the school
- To set an example of personal integrity and professionalism
- Any other duties as commensurate with the grade in order to ensure the smooth running of the school

Specific duties

- To work as part of a cohesive team, supporting colleagues with the provision of an effective administrative service to all stakeholders
- To meet and greet all visitors to school through the main reception adhering to all pertinent safeguarding/identity checks
- To accompany children and visitors to other parts of the school as necessary
- To answer the phone and record messages diligently, passing on to relevant staff in a timely manner

- To make phone calls as necessary to all stakeholders in a professional manner
- To maintain confidentiality at all times and not to disclose any information without first consulting with senior staff
- To be responsible for in-coming and out-going post
- To be responsible for the sale of school uniform to parents include keeping accurate stock records and re-ordering as and when necessary
- To assist in the maintenance of pupil records electronically and manually

Safeguarding

- Understand your responsibilities in relation to Safeguarding and Child Protection and how to highlight any issue or raise any concerns
- Ensure all safeguarding concerns are reported to a Designated Safeguarding Lead
- Remain vigilant to ensure all students are protected from potential harm by following safeguarding and child protection policies and procedures

Data Protection

- Work within the requirements of General Data Protection Regulations at all times

Additional Conditions

- Create and maintain positive and supportive relationships with staff, parents, businesses, community and all stakeholders
- The post-holder will be expected to undertake any appropriate training provided by ATLP to assist them in carrying out any of the above duties
- The post-holder will be required to promote, monitor and maintain health, safety and security in the workplace, to include ensuring that the requirements of the Health & Safety at Work Act, COSHH and all other mandatory regulations are adhered to
- To undertake appropriate professional development including adhering to the principle of performance management
- To promote the vision and aims of the Trust
- To set an example of personal integrity and professionalism as outlined in the Staff Code of Conduct
- To attend meetings, training days and CPD sessions
- To be an effective team player and support the functions of the ATLP
- Observance of complete confidentiality on all school information is required and any failure to do so may be regarded as gross misconduct in terms of the Disciplinary Policy
- To take responsibility for becoming familiar with academy policies and abide by them

An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are 'protected' for the purposes of the 'Exceptions' order.

<https://www.gov.uk/government/collection/disfiltering-guidance>

This job description only contains the main accountabilities relating to the post and does not describe in detail all of the duties required to carry them out.

Person Specification – Receptionist / Administration Assistant

Method of assessment

AF – Application form

I – Interview

Specification	Criteria	Method of assessment
Education & qualifications	<ul style="list-style-type: none"> Maths and English GCSE / O'Level or equivalent 	AF/I/ Certificate
Knowledge, Understanding and Skills	<ul style="list-style-type: none"> Previous office / receptionist experience Good keyboard skills Knowledge of school based programmes (desirable) Good written and oral communication skills Ability to relate well and adults and children Willingness to undertake training The ability to work as part of a team and to adapt to changes in the work place. Planning and prioritising own workload and managing conflicting demands Ability to work effectively and supportively as a member of the school team Ability to work within and apply all school policies e.g. behaviour management, child protection, Health and Safety, Equal Opportunities 	AF/I
Attributes	<ul style="list-style-type: none"> Excellent record of attendance Ability to work well in a team Positive attitude Energy and enthusiasm Commitment to the academy and the students we serve Ability to work confidentially and with discretion Excellent communication and interpersonal skills 	AF/I