



## Job Description

This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/ or adults) and is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006.

<b>Job Title:</b>	Receptionist /Administrative Assistant
<b>OAK Grade:</b>	2
<b>Salary:</b>	£12,927 - £13,187 per annum (69.65%FTE)
<b>Hours:</b>	30 hours per week, 7:30am – 1:30pm or 11:30am – 5:30pm, term time plus 30 holiday hours
<b>Responsible to:</b>	Customer Liaison Officer
<b>Job Purpose:</b>	To be responsible for the reception of all visitors to the school and a central point of contact for students, staff and parents  To provide high quality administrative and clerical support

## Main Duties and Responsibilities

### Receptionist

- To provide a high-quality reception service to all users of the school
- To be a point of contact for enquiries in person or by telephone – advising parents, staff, students etc. on administrative procedures and on appropriate sources of help/information
- Dealing with visitors to the school in a professional way, creating positive first impressions and ensuring they comply with the school's security and Health and Safety procedures
- Dealing quickly and sympathetically with student enquiries and needs as necessary
- To assist staff with home / school communication
- To distribute messages quickly, clearly and efficiently using the agreed format
- To issue security passes to visitors to the school in line with the Health and Safety Policy
- Deal with incoming / outgoing post
- To call First Aider to care for sick students in line with agreed procedures
- To undertake appropriate training, including maintaining a 'First Aid at Work' qualification
- To work additional hours, if required, to cover the absence of the other post holder

### **Administrative Assistant**

- To produce the student daily bulletin and upload to SIMS
- To prepare E-cards for students and staff
- To be familiar with the school's cashless system to enable the input of top-ups on the student accounts and resolution of any queries
- To undertake data entry into the Student Information Management System (SIMS) in support of record keeping
- Prepare worksheets following teachers' guidelines
- Complete word processing and spreadsheet tasks
- Undertake filing, e.g. student records, students' work and teaching materials
- Design and put up displays
- Prepare materials and /or equipment for practical work
- Administrative tasks related to trips and visits
- Stocktaking and ordering

Any other duties required commensurate with the grade.

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

**Person Specification – Receptionist / Administrative Assistant**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 GCSEs grade A – C or level 9 – 4 including English and Maths</li> <li>• Qualifications or experience in administration work</li> </ul>	<ul style="list-style-type: none"> <li>• Qualifications or experience in a customer service environment</li> <li>• First aid qualification</li> </ul>
<b>Experience, Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• A minimum of three years administration experience</li> <li>• Confident and professional customer facing skills and telephone manner</li> <li>• Ability to use initiative</li> <li>• Ability to respond flexibly to changing demands</li> <li>• Ability to establish and maintain effective clerical and administrative systems</li> <li>• Proven organisational skills</li> <li>• Excellent interpersonal skills</li> <li>• Competent IT skills – MS Office Suite</li> <li>• Self-motivated</li> <li>• Ability to prioritise workload</li> <li>• Ability to work speedily and efficiently</li> </ul>	<ul style="list-style-type: none"> <li>• Work experience in a similar / related post</li> <li>• Receptionist experience</li> <li>• Experience of using SIMS</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• A pro-active record of CPD</li> <li>• Understanding of safeguarding issues and ability to follow all Trust procedures relating to this</li> <li>• A commitment to the Trust’s aims &amp; values</li> <li>• Hold positive values and attitudes and adopt high standards of behaviour in a professional role</li> <li>• Demonstrable commitment to teamwork and whole Trust improvement</li> <li>• Integrity</li> <li>• Self-motivated</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility to work additional hours to cover absence of colleague</li> </ul>