Job description

Job title	Receptionist and IT Support	Grade	LBR 4: 7-10 September 2024
School	Aldersbrook Primary School		
Reports to	Office Manager		

Purpose of job

To work under the /instruction and guidance of senior staff; provide general clerical and administrative support as part of a busy Admin Team, including Reception duties.
To contribute to the delivery if an effective IT support service throughout the school, responding to identified need and ensuring continuity of service for all users.

Main duties and responsibilities

Organisation

- Undertake reception duties, answering telephone and face to face enquiries and ensuring records of signing in visitors is maintained, including DBS and contractor requirements and keeping diaries.
- To retrieve messages from answer machine
- Assist with pupil first aid / welfare duties, looking after sick pupils, liaising with parents/staff etc
- Assisting with arrangements for visits by school nurse, photographer etc.
- Assist with arrangements of school trips/events etc.
- Assist with the receipt, distribution, collection and despatch of goods.
- Liaise with line manager and attend meetings as required.

Administration

- To sort and distribute mail
- Provide routine clerical support e.g. photocopying, filing, emailing, completion of standard forms, and respond to routing correspondence.
- Maintain manual and computerised records / management information systems / data systems.
- Undertake typing, word-processing and other IT based tasks
- Undertake routine administration e.g. registers/school meals/ pupil information cards/files
- To produce lists/information/data as required e.g. (pupil related)
- To undertake routine financial administration
- To contact parents of children when necessary via phone or Arbor
- To arrange orderly and secure storage of supplies (office budget mainly but other budgets when required).
- To ensure the reception / office area is kept tidy and organised
- To support the Office Manager/School Business Manager with the admissions process for Nursery applicants (collate applications, update spreadsheets/Arbor, make phone call offers, support with administration of admissions paperwork etc)

IT Support/Maintenance and School Website

- To perform standard IT support duties.
- Provide basic technical support when required
- Undertake network tasks including creating and updating accounts.
- Assist in planning and implementing changes to elements of the ICT services as required.
- Ensure the IT inventory is kept up to date.
- Assist with devices and resources to ensure they are ready for use and operating correctly.
- Liaise with 3rd party companies and with the IT service contractor.
- Ensure all information and documents are updated on the school website when required.
- Inform relevant staff when any information on the website needs updating.

Responsibility

- Comply with and assist with the development of policies and procedures relating to

child protection, health, safety, security, confidentiality and data protection, reporting all concerns to an appropriate person.

- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop. To demonstrate an understanding of and a commitment to equal opportunities and diversity and to the standards of customer care.
- Be responsible for own health and safety, as well as that of colleagues, pupils and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to management.
- Promote and contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals
- Attend and participate in training and other learning activities as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Ability to identify own training and development needs and cooperate with a means to address these.
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.

Duties and responsibilities of the post may change over time as requirements and circumstances change. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and broadly in line with your grading level and competence. The job description does not form part of the post holder's contract of employment.

Person Specification

- o **Qualifications**
    - Good standard of education including – 5 GCSEs or equivalent including English and Maths (Essential)
    - Very good numeracy/literacy skills (Essential)
- o **Experience**
    - Considerable proven experience of working within busy administrative environment (Essential).
    - Experience of working in an IT tech environment.
- o **Key Skills and Competencies**
    - Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation
    - Excellent ICT skills. Proficient in the use of Microsoft Excel, Word, Outlook, PowerPoint, Internet Explorer and databases. (Essential)
    - Ability to work in a highly organised and methodical manner. (Essential)
    - Excellent numeracy/literacy skills; both written and oral. (Essential)
    - Ability to compose routine correspondence appropriate to intended audience. (Essential)
    - Ability to communicate effectively and confidentially with persons/stakeholders at all levels. (Essential)
    - Ability to maintain accurate and detailed work records and inventories. (essential)
    - •Ability to maintain confidentiality on all school matters. (Essential)
    - Ability to work alone on a broad variety of projects. (Essential)
    - Ability to work pro-actively to achieve efficiency and effectiveness. (Essential)
    - Good time management skills and the ability to prioritise work dealing effectively with conflicting priorities. (Essential)
    - Ability to work to deadlines. (Essential)
    - Ability to work in a fast moving and pressurised environment. (Essential)
    - Ability to work flexibly to attend meetings where necessary. (Essential)
    - Willingness to participate in further training and development opportunities offered by the school to further knowledge. (Essential)