

Job description

Job title	Admin Assistant-Reception
School	Ilford County High School
Reports to	Office Lead/Office Manager
Salary	LBR 4 7-10 £29,346 - £30,630 (Full Time Equivalent)
Hours	<ul style="list-style-type: none"> • 25 Hours • 39 Working Weeks per year • Hours 7:45am-12:45pm Monday to Friday
Responsible for	NA
Purpose of job	
<p>To present a welcoming and professional image of the school whilst providing a customer-focused and efficient reception service to all members of the school and wider community.</p> <p>To support in providing general administrative service to the school.</p>	
Main duties and responsibilities	
<p>Welcoming, receiving, signing in and dealing with and directing staff, pupils, parents, school governors, school visitors and other stakeholders in accordance with the school's Visitors Policy and ensuring Safeguarding procedure are followed.</p> <p>Managing the staff, pupil, parents and visitor school entry system</p> <p>Operate the main switchboard and clear all incoming telephone calls as rapidly as possible, if necessary, advising the caller of any delay, non-availability, or taking a brief message to be passed on as soon as possible</p> <p>Ensure that Reception is always covered during the working day and occasionally be available for an early start or a late evening due to meetings and school events.</p> <p>Managing the school's Enquires inbox, replying, forwarding messages and making appointments for staff as appropriate. Following up on any emails that require an answer</p> <p>Providing support for updating the school's website, adding and removing content as appropriate</p> <p>Receiving and sorting incoming post for delivery to appropriate staff</p> <p>Recording, stamping and posting outgoing mail</p> <p>Assisting with the administration of Statutory Free School Meals and other local and global school meals schemes</p> <p>Assisting with the maintenance of the school's confidential computerised database of information (Management Information System SIMS on pupils and staff, and producing reports from same</p> <p>Sending text/email messages to students/parents/staff and supporting the background housekeeping routines of the school's communication system, Groupcall</p> <p>Assisting in the maintenance of the school's filing and archiving systems</p> <p>General clerical and administrative tasks such as photocopying, printing, faxing, laminating etc. covering Reprographics' if required.</p> <p>Producing letters, labels and other school related documents for staff as directed.</p> <p>Support in organising meetings and associated paperwork including minute taking as required</p>	

<p>Monitoring school stock levels and making stock orders</p> <p>Assisting the Office Team Lead with collation of information used for statutory and non-statutory returns in a timely manner, meeting deadlines</p> <p>Providing refreshment for visitors/Managing the refreshments available in kitchen</p> <p>Ensuring the leaflet holder in reception is always full and has the correct documentation</p> <p>Ensuring the Policies in the staff room are updated as required when advised of changes</p> <p>Manage the student ambassadors</p> <p>Dealing with any suggestion's posted in the Suggestion Box at reception</p> <p>First Aid trained and help manage the medical room</p>
<p>Attend and participate in relevant meetings, training and other learning activities and performance development as required.</p> <p>Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.</p> <p>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.</p> <p>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.</p> <p>Duties and responsibilities of the post may change over time as requirements and circumstances change.</p> <p>All schools and services in Redbridge are committed to safeguarding and promoting the welfare of children and young people. Therefore, all workers and employees within Redbridge are expected to share this commitment.</p> <p>The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other duties as may be required by the Line Manager that are broadly within the grading level of the post and the competence of the post holder.</p>

Person specification

Job Title	Admin Assistant-Reception	Grade	LBR 4
School	Ilford County High School		
<p>Education and Qualifications:</p> <ul style="list-style-type: none">• NVQ 2 or equivalent qualification or experience in relevant discipline• Good numeracy/literacy skills• First Aid Qualification			
<p><i>Experience/Knowledge/Skills:</i></p> <ul style="list-style-type: none">• Appropriate knowledge of first aid• Effective use of ICT packages• Good keyboard skills• Knowledge of relevant policies/codes of practice & awareness of relevant legislation• Ability to relate well to children and adults• Work constructively as part of a team, understanding school roles & responsibilities and your own position within these• Ability to identify own training & development needs & cooperate with means to address these• Excellent interpersonal and communications skills including the ability to relate well to people on all levels with sensitivity, tact and diplomacy• First class organisational and administrative skills, with the ability to remain calm under pressure and work to tight deadlines; systematic in approach to tasks, with attention to detail• Evidence of a pro-active approach to planning and prioritising work, with the ability to use initiative appropriately• Professional, and approachable in relating to all members of the school community, suppliers etc.• A willingness to give generously of their time to support school events and activities			
<p><i>Other job requirements:</i></p> <ul style="list-style-type: none">• Enhanced DBS check.• Flexible in approach and attitude• Willing to undertaken training			