

# THE PALMER CATHOLIC ACADEMY

Part of The Good Shepherd Catholic Trust



## RECEPTIONIST / ADMIN ASSISTANT JOB DESCRIPTION

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**Post:** Receptionist/Administrative Assistant

**Salary Scale:** LBR 3 point 5, £29,434 FTE, £26,344 Actual

**Hours of work:** 37.5 hours per week — 8.15am — 4.15pm term time only

**Reports to:** Head of Business Operations

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### RESPONSIBLE FOR

Providing efficient reception and administrative service for the academy

### RECEPTIONIST MAIN DUTIES AND RESPONSIBILITIES

- To receive visitors and ensure they sign in and out in accordance with the academy's procedures including maintaining the back end of the visitor sign in system and controlling the back-gate intercom.
- To answer incoming calls and deal with messages accordingly
- To deal with the day to day queries from staff, parents and visitors
- To be responsible for daily post
- To accept and notify relevant staff of small parcel deliveries
- To use Arbor as needed
- To cover the Welfare Officer's daily lunch break

### ADMINISTRATIVE DUTIES

- To be responsible for the academy's Office email account
- To be responsible for Arbor Communication System
- To be responsible for all matters of internal exclusions/external suspensions, including the input of information on Arbor and the maintenance of relevant documentation
- To provide First Aid support
- To maintain and order stationery/equipment for Admin Offices
- To provide administrative support for Heads of Department and Heads of Year
- To assist the Attendance/Admissions officer
- Detentions – Arbor messages, logging, reporting
- Update telephone list as and when required

- Arrange catering for school events with kitchen, i.e. Parents' evenings
- Annual email re Car Parking Passes, including issue of passes and maintaining spreadsheet
- Maintaining the telephone system, including inputting names onto the handsets
- To rename staff pigeon holes at the start of the academic year and update throughout the year with any staff changes
- Clear staff room at the end of year
- To be responsible for Inventory, the academy's visitor and student sign in software system
- Deputise for the Attendance Officer when required
- Deputise for the Welfare Officer when required and cover during any periods of absence

#### **GENERAL ADMINISTRATIVE DUTIES**

- Assisting in other administrative offices as and when required
- Any other reasonable duties as directed by the Head of Business Operations or Headteacher

#### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment within the London Borough of Redbridge. All employees are expected to understand and promote equality and diversity in the course of their work.

#### **SAFEGUARDING CHILDREN**

This academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and uphold all relevant procedures.

## RECEPTIONIST / ADMIN ASSISTANT PERSON SPECIFICATION

	Essential	Desirable
Experience	<p>Working effectively both independently and with colleagues in teams</p> <p>Customer service</p> <p>A minimum of one year's relevant experience, either in school reception or industry</p> <p>Continuing professional development</p> <p>Willingness to undertake First Aid qualification</p>	Valid First Aid certificate
Knowledge and Understanding	<p>Good standard of education (GCSE Maths &amp; English or equivalent — Grade A*-C)</p> <p>Good knowledge, at intermediate level, of MS Office products particularly in Excel and Word</p>	Knowledge of Arbor software
Skills and Abilities	<p>Good communication skills, both written and oral</p> <p>Good organisation skills</p> <p>Be confident in the use of information and communication technology</p> <p>Ability to work to tight deadlines</p> <p>Ability to learn quickly new and sometimes complex procedures</p> <p>Ability to work with minimal supervision and as part of a team</p> <p>Ability to work under pressure</p>	<p>Have good data analysis skills with the ability to synthesise the information into reports as required</p> <p>Have good influencing and negotiation skills</p>
Personal Characteristics	<p>Be understanding and supportive of the moral and spiritual ethos of a Catholic Academy</p> <p>Willingness to share expertise, skills and knowledge</p> <p>Sensitivity to the aspirations, needs and self-esteem of others</p> <p>Commitment to team working</p> <p>Willingness to address challenging issues with clarity of purpose and diplomacy</p> <p>A sense of humour and a positive attitude</p> <p>Be willing to undertake further training internally or externally to improve the effectiveness of their role</p> <p>A flexible and positive approach to work</p> <p>Commitment to safeguard and promote the welfare of children and young people</p> <p>Willingness to work flexibly to meet the needs of the academy and ensure deadlines are met. This includes occasional early morning starts.</p>	