

SCHOOL RECEPTIONIST / ADMINISTRATOR

Salary grade	LBR 4 Point 7
Hours	8:00 a.m – 4:30 p.m.

Line Manager:	School Business Manager
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Purpose of the role

The post-holder is the initial contact for most parents and visitors and also provides straightforward administration for the school. Provide excellent internal and external communication. Provide efficient administrative and financial support to the school, using IT and other resources. Provide First Aid to pupils and staff.

Key External Contacts:

- Parents and carers of pupils
- Visitors including volunteers
- Supply teachers/agencies
- Suppliers & contractors
- Mail delivery companies

Key Internal Contacts:

- Pupils
- Head Teacher
- SLMT
- Admin Team
- Teachers & Learning support assistants
- Caretaker
- Governors
- Other stakeholders

Financial Responsibilities:

- Parents' Payment system
- Debt chasing
- Placing orders

Decision making:

- Day to day decisions will be based on procedures
- Complex decisions will be referred to the Senior Admin Manager or School Business Leader

Other considerations:

- To uphold the ethos of the school.
- The post holder will be subject to enhanced DBS.
- The post holder must retain their First Aid qualifications; paediatric and adult
- Individual and collective professional responsibility for championing the school's diversity agenda
- Commit to continually developing personal understanding of diversity. Attend training related to this.

Duties and responsibilities

TASKS

Organisation

- Undertake reception duties, answering general telephone and face to face enquiries and signing in visitors
- Leading and assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.; maintaining medical supplies
- Assist in arrangements for school trips, EVC – risk assessments, events etc.
- Accompany classes on educational visits as and when required by SLMT.

Administration

- Provide general clerical/admin. support e.g. photocopying, filing, complete standard forms, respond to routine correspondence
- Maintain manual and computerised records/management information systems
- Produce lists/information/data as required e.g. pupils data
- Undertake typing and other IT based tasks
- Sorting and distributing mail; sending mail
- Take notes at meetings
- Liaising with peripatetic teachers
- Undertake administrative procedures
- Operating and keeping communication systems under review
- Track and collate pupil reports

Resources

- Operate relevant equipment/IT packages (e.g. word, mail-merge excel, other databases, Integris, spreadsheets, Internet)
- Maintain stock and supplies, cataloguing and distributing as required
- Provide general advice and guidance to staff, pupils and others
- Undertake general financial administration e.g. processing orders

Responsibilities

- Being aware of and complying with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Being aware of and supporting difference and ensuring equal opportunities for all. Understand, comply with and promote equalities in own work; to undertake appropriate training, and challenge racism, prejudice and discrimination.
- Contributing to the overall ethos/work/aims of the school.
- Understanding and supporting the role of other professionals.
- Attending and participating in relevant meetings as required.
- Participating in training and other learning activities and performance development as required.
- Contribute as an effective and collaborative member of the School Team
- Participating in training and being able to demonstrate competence.
- Participating in first aid training as required.
- Participating in the on-going development, implementation and monitoring of the service plans.
- Championing the professional integrity of the School

Confidentiality and Data Protection

- Being aware of the school's responsibilities for the security, accuracy and relevance of personal data and ensure that all administrative and financial processes carried out in this role comply with this.
- Maintaining client records and archive systems, in accordance with school procedure, policy and statutory requirements.
- Treating all information acquired through your employment, both formally and informally, in strict confidence.
- Observing strict rules and protocols defining employees' access to and use of the school's and the council's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation.

Health and Safety

Every employee is responsible for their own Health & Safety, as well as that of colleagues and pupils, and visitors. Co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management

REQUIREMENTS

Experience	• School clerical & administrative experience is essential. • Efficient and accurate use of IT packages such as Word, Excel. • Worked effectively as part of a small team; significant contribution to team working in a school office. • Communicated with a wide range of people in a professional/formal capacity including children, parents and school staff.
Qualifications/ Training	• NVQ 3 or equivalent qualification or experience in relevant discipline • Strong, proven numeracy/literacy skills
Knowledge/Skills	• Be calm and professional at all times • Have well developed people skills, dealing with others with a calm and professional manner • Have a confident telephone manner • The post holder must retain their First Aid qualifications; paediatric and adult • Operate relevant equipment/IT packages (e.g. word, mail-merge excel, other databases, Integris, spreadsheets, Internet) • Good IT and keyboard skills • Being aware of the school's responsibilities for the security, accuracy and relevance of personal data and ensure that all administrative and financial processes carried out in this role comply with this. • Ability to relate well to children and adults • Contribute as an effective and collaborative member of the School Team, understanding school roles & responsibilities and your own position within these • Participating in the on-going development. • Good verbal and written communication skills and maintain positive relationships projecting a positive image of the School at all times.