

Job Description and Person Specification

The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have. Note for recruiting managers: If you are recruiting for an existing post, reuse the Job Description and Person Specification that already exists for the job.

JOB DETAILS

Job title:	Receptionist / Administrative Assistant
Directorate:	The Garden School
Reporting to:	Office Supervisor
Grade:	Scale 4 SCP 18 pro rata [£21,546] (Actual Salary £18,530 pa)
Hours:	36.5 hours per week, term time only (08.00-16.20) plus 5 days

Job Description

Purpose of the post:

- To provide an efficient reception service for the school, dealing with all callers, both on the telephone and in person, promptly and courteously.
- To be the first point of contact for the school regarding a range of administrative and communication activities and to ensure delivery of a first-class office.

Main duties and responsibilities:

Reception:

- Providing reception and switchboard support to the school including directing enquiries from staff, parents and other agencies as appropriate.
- To answer all incoming calls, both internal and external, redirecting/taking messages as necessary and acting on instructions received. To relay messages to staff and pupils.
- To receive all visitors and ensure they sign in and out in accordance with the school's procedures and are welcomed in a polite, friendly and professional manner.
- To ensure that agency staff are signed in correctly, have the right identification and complete the correct documents to allow them to be on site.
- To provide refreshments for visitors as required.
- To use electronic entry system for school gates enabling access for parents, children and visitors to the school premises.
- To manage visitor sign in system and produce reports.
- To deal with general day to day queries from staff, pupils and parents.
- To liaise with the school health service, external agencies and parents including Emergency Services, Education Social Work, Speech Therapy and other services coming in to school.
- To assist with receiving and processing deliveries to the school i.e. signing for, checking in and arranging distribution.



- Ensure all keys are and security passes are correctly signed out and collected back.
- Ensure that the reception area is kept tidy and presentable.

Administrative:

- To administer the schools meals system (TUCASI) for pupils and staff, ensuring receipt of payments.
- Deal with financial duties that are commensurate with the grading of this post e.g. school meals money collection and school trips.
- To record pupil lateness and support Pupil Admin Manager with checking registers.
- To collate and record parental engagement.
- To prepare and oversee all letters sent home to parents and carers.
- To record and post all outgoing mail and to receive and distribute all incoming mail.
- To word process documents, spreadsheets and do desktop publishing as and when required.
- To maintain the room booking system.
- To undertake photocopying, filing and general office duties.
- To issue staff late slips and record details of staff punctuality.
- To keep electronic screens in reception updated with current school communications.
- To keep an up to date log of taxi bookings.
- To schedule school tours for prospective parents.
- To print and issue security passes for new members of staff.
- To assist with ad hoc admin tasks and provide support to admin team.

School Trips:

- Scheduling transport arrangements for school trips ensuring accurate driver communications.
- Managing taxi and coach bookings.
- Arranging maintenance of school minibuses.

Other Responsibilities:

- To undertake additional or other duties as directed and deemed appropriate by the Office Supervisor.
- Provide support in organisation of school events.
- To participate in a programme of self / professional development to ensure skills, knowledge and understanding are added to and kept up to date.
- Provide support for absent colleagues in the admin team as necessary.
- Maintaining a high degree of confidentiality with regard to issues concerning members of staff and pupils. To respond positively with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken.
- The successful applicant must promote and safeguard the welfare of children, young and vulnerable people.

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PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
1. National level 2 or equivalent qualification in related area or equivalent experience.		✓
2. National level 2 in Literacy and Numeracy.	✓	
Experience		
3. Experience of providing direct customer care using a variety of methods, this must include communication of information.	✓	
4. Experience of using Email / Internet.	✓	
5. Experience with the School Management Systems and accurate entry of data.		✓
6. Experience of working with the general public.	✓	
7. Experience of clerical / administrative work in a similar environment.	✓	
8. Experience of handling cash.		✓
Knowledge		
9. Knowledge of and commitment to school policies including Child Protection, Health & Safety and Equal Opportunities.	✓	
10. Good level of ICT skills including knowledge of Microsoft Excel, Word, Power Point and Access.	✓	
11. Knowledge of operating a variety of office equipment such as fax, photocopiers etc.		✓
Skills		
12. Excellent telephone manner.	✓	
13. Have good interpersonal skills and be able to communicate effectively verbally and in writing.	✓	
14. Ability to work as an effective team member.	✓	
15. Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc.	✓	
16. Ability to convey information clearly and accurately.	✓	
17. Ability to maintain accurate records and filing systems.	✓	
18. Ability to work in an organised and methodical manner.	✓	
19. Ability to develop good relations with staff and pupils and the wider school community.	✓	
20. Fast and accurate keyboard skills.	✓	

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21. Effective in the face of difficult situations and pressure.	✓	
22. Ability to handle people at a variety of levels with politeness, sensitivity, tact and the need to respect confidentiality.	✓	
23. Ability and willingness to work in a flexible manner	✓	

