

RECEPTION ADMIN ROLE JOB DESCRIPTION

Last Updated: 14/01/2025

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| AST | |
| JOB DESCRIPTION | |
| JOB TITLE: | Adapted from Lincs CC JD 01-155 |
| RECEPTION / ADMIN ASST | |
| REPORTS TO: Headteacher, Senior Admins & CFO | |
| 1. | <p>PURPOSE OF JOB:</p> <p>To provide a comprehensive Front of House and administration support service for the school. To support the school administration team by ensuring the smooth running of the Main Office</p> |
| 2. | <p>MAIN RESPONSIBILITIES, TASKS & DUTIES</p> <p>To carry out Front of House reception duties, acting as first point of contact for pupils, staff, contractors and visitors to the school office – ensuring that all visitors complete the signing in and out process.</p> <p>Coordinating meeting arrangements, including hospitality arrangements.</p> <p>To answer telephone calls and deal with any associated queries/issues in the first instance. To relay messages by telephone, email or in person.</p> <p>To manage and maintain the school reception area to keep it tidy, relevant and up to date.</p> <p>To undertake filing and reprographics tasks and type general correspondence for staff when requested. To provide general administration support to the school administration team.</p> <p>To deal with incoming and outgoing ‘enquiries’ emails, post and incoming deliveries.</p> <p>To attend to unwell or injured children and liaise with staff re any associated concerns. To administer, and keep records of, pupil medication.</p> <p>To be first aid trained.</p> <p>To order stationery and curriculum resources for staff – including taking delivery of goods and arranging for these to be disseminated.</p> <p>To support school staff in rewards administration – including Stars Assemblies, certificates and school displays.</p> |

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| | <p>To coordinate arrangements for pupil health checks, vaccination programmes and school photos.</p> <p>To circulate general correspondence and communications to parents and other school stakeholders via letter, email, ParentPay, the website and social media platforms.</p> <p>To assist the ICT Network Manager with updates to the school website.</p> |
| 3. | <p>MANAGEMENT OF PEOPLE</p> <p>No direct line management responsibilities, although required to support colleagues in their respective roles across the school, in line with school and Trust policies and statutory guidance.</p> <p>SUPERVISION OF PEOPLE</p> <p>Key role in liaison with families and agencies to promote friendly and professional first impression of the school</p> |
| 4. | <p>CREATIVITY AND INNOVATION</p> <p>Work generally within school procedures and statutory guidance, with tact/discretion needed for solving day to day issues.</p> |
| 5. | <p>CONTACTS AND RELATIONSHIPS</p> <p>Daily contact with teachers and staff at Trust schools. Regular contact with pupils. Contact with external agencies for example agency staff, contractors, visitors to school</p> |
| 6. | <p>DECISIONS</p> |
| | <p>a) Discretion</p> <p>Whilst work is within clearly defined rules and procedures, there is scope for use of own initiative.</p> |
| | <p>b) Outcomes</p> <p>Timely and efficient support, contributing to the smooth running of the school office.</p> |
| 7. | <p>RESOURCES</p> <p>The postholder will be responsible for security of confidential pupil data.</p> |
| 8. | <p>WORK ENVIRONMENT</p> |
| | <p>a) Work Demands</p> <p>The post is subject to interruptions, tasks are interchangeable and good prioritisation skills are necessary to ensure that interruptions do not impact on overall workload.</p> |
| | <p>b) Physical Demands</p> <p>There may be prolonged periods of working on a computer.</p> |

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| | <p>c) Working Conditions Well lit, ventilated office environment.</p> | | |
| | <p>d) Work Context Dealing with sensitive and confidential HR issues. Some contact with the parent\carers and children on non-contentious matters. The postholder may have limited exposure to abuse\aggression from pupils, parents and carers.</p> | | |
| 9. | <p>KNOWLEDGE AND SKILLS Excellent interpersonal and communication skills. Highly organised and able to multi-task/prioritise. Knowledge of statutory guidance around safeguarding, attendance and pupil admissions and exclusions. IT Literate, keyboard skills, competent working knowledge of Microsoft Office.</p> | | |
| 10. | <p>GENERAL</p> | | |
| <p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the postholder.</p> | | | |
| <p>Equal Opportunities - The postholder is required to carry out the duties in accordance with AST Equal Opportunities policies.</p> | | | |
| <p>Health and Safety - The postholder is required to carry out the duties in accordance with AST Health and Safety policies and procedures.</p> | | | |
| | Name: | Signature: | Date: |
| Job Description written by: [Manager] | | | |
| Job Description agreed by: [Postholder] | | | |