



Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Reception / Admin Assistant
Grade	P4	Reports to (role title)	Communications & Marketing Officer
JE Band	161-191	School	The Howard Partnership Trust
		Date Role Profile created	December 2024

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis.

<p>Role Purpose including key outputs</p>	<p>To provide an efficient and accurate support service for the Front of School and the Communications & Marketing Officer.</p> <p>Reception</p> <ul style="list-style-type: none"> • Manage reception ensuring visitors are greeted and signed in correctly, including monitoring the back gate and checking when anyone rings the intercom • Receive and redirect telephone calls to the school, including managing voicemail messages • Update the reception entry system as required • Ensure staff are informed when they have visitors • Use the two-way radio to contact staff on walk-about or to contact the site team <p>Post and Deliveries</p> <ul style="list-style-type: none"> • Receive deliveries and log tickets for Estates to move them to the delivery cupboard • Log deliveries of exam papers and notify the Exams Officer immediately that they have arrived • Receive and distribute the external post • Ensure outgoing post is correctly franked and available for collection each day
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	<p>Administration</p> <ul style="list-style-type: none"> • Administer the bookings for meeting rooms and visitor parking spaces • Manage the inbox for the Front Desk email account redirecting emails to the correct staff and responding where relevant <p>Other Duties</p> <ul style="list-style-type: none"> • Undertake other duties of a similar nature and commensurate with the level of the post as may be required by the Comms & Marketing Manager • To participate in training, other learning activities and performance development as required
<p>THPT Work Context and Generic Responsibilities</p>	<ul style="list-style-type: none"> • Play a full part in the life of the community, supporting the vision and aims of the school • Comply with all school and Trust Policies • Maintain confidentiality in and outside of the workplace • Be pro-active in matters relating to health and safety and report accidents as required • Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and attendance • Uphold and support the School's Policies and procedures on the Safeguarding of young people
<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Ensure information and records are processed and stored to agreed procedures • Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports • Prepare and despatch a range of standard correspondence /documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard

	<p>Finance/Resource Management</p> <ul style="list-style-type: none"> Follow established ordering procedures to ensure adequate resources are available to meet work requirements <p>Work with others</p> <ul style="list-style-type: none"> Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit <p>Duties for all</p> <ul style="list-style-type: none"> Values: To uphold the values and behaviours of the organisation Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others To have regard to and comply with safeguarding policy and procedure as appropriate
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures Competent in a range of IT tools Ability to work with others to achieve objectives and provide excellent customer service Good written and oral communication skills with the ability to build sound relationships with staff and customers Ability to prioritise and plan own workload in the context of conflicting priorities Experience of working in a busy office environment
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>
<p>Role Summary</p>	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>