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| **JOB PROFILE** |
| **Job Title:** | Receptionist/Administrator  | **School/Department:** | Meadowfield Primary |
| **Salary Grade:** | B1 Point 4-6 | **Working Hours:** | Monday – Friday plus 2 training days9.00 to 3.30 (includes 30 min unpaid break) |
| **Contract Type:** |  Permanent  | **Location:** | Meadowfield Primary |
| **Responsible to: Headteacher &Senior Leadership Team** |
| **Role summary:** **To deliver exceptional receptionist and administrative support for both internal and external customers and actively promote the school’s vision and ethos.****Red Kite Learning Trust is committed to safeguarding and promoting the welfare of students and expects all colleagues and volunteers to share this commitment.** |
| **Special conditions of service:**No smoking policy, including e-cigarettes.Requirement to occasionally work off school premises as required by the school.Term time only.Driving Licence preferred. |
| **Role specific responsibilities:** * To undertake reception administration duties
* To act as first point of contact for visitors, parents and pupils – both in person and on the telephone. It is expected that everyone will be dealt with in a courteous, professional, calm and friendly way
* To liaise with parents and staff as required
* To use IT applications and databases effectively to deliver administration tasks. To input and retrieve data using computerised systems
* To work as part of a team
* Assisting with pupils and parents on Arbor
* Assisting with pupil meal orders, following up with parents for payments
* Friendly, professional and approachable attitude to all stakeholders including parents and visitors to our main reception desk, telephone and email
* To liaise with colleagues to prioritise work to meet conflicting deadlines
* To maintain accurate records and track progress of work
* Ordering and monitoring stationary
* To assist with arrangements for school trips and events etc
* To collate and prepare for information from a variety of sources including basic reports such as those relating to student data etc
* To operate relevant equipment / ICT packages e.g Word, Excel, databases, spreadsheets and internet
* To undertake general financial administration e.g. cash handling
* To attend and participate in relevant meetings as required
* To communicate effectively with internal and external customers in relation to work undertaken
* To work with colleagues to help improve work organisation and effectiveness
* To be aware of, and comply with, policies and procedures relating to child protection, health, safety and security, confidentiality, equal opportunities and data protection, reporting all concerns to an appropriate person
* To contribute to the overall ethos / work / aims of the school
* To undertake any other duties that are reasonably required by Senior Leadership Team

**RK People responsibilities:*** Contribute to the overall aims and values of our Trust, appreciate and support the roles of other members of the wider team and attend and participate in relevant meetings as required
* Comply with all Trust policies and procedures including child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person
* Contribute to ensuring safeguarding procedures are in place and used effectively at all times

The role holder must demonstrate a flexible approach to the delivery of the role. Consequently, the role holder may be required to perform work not specifically identified in the job profile but which is in line with the general scope, grade and responsibilities of the role. |
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| **PEOPLE PROFILE** |
| **Aptitudes and Characteristics** | **Essential** | **Desirable** |
| Ability to work flexibly and collaboratively as part of a team as well as on own | \* |  |
| Ability to communicate effectively with a wide range of people | \* |  |
| Ability to process documentation using MS Word | \* |  |
| Ability to accurately enter / retrieve data information from information systems | \* |  |
| Ability to work flexibly and show initiative  | \* |  |
| Able to prioritise to meet conflicting deadlines  | \* |  |
| Able to demonstrate good numeracy and literacy skills | \* |  |
| Ability to display a responsible and cooperative attitude to working towards the achievement of the schools aims and objectives  | \* |  |
| Commitment to own personal development and learning  | \* |  |
| **Qualifications, Knowledge and Experience** | **Essential** | **Desirable** |
| Arbor (MIS) experience  |  | **\*** |
| NVQ Level 3 or equivalent  |  | **\*** |
| Knowledge /qualifications ability in numeracy and literacy  |  | **\*** |
| Experience of working with children  |  | **\*** |
| Experience of working within a school administration setting  |  | **\*** |
| Knowledge of general office procedures and practice  | \* |  |
| Knowledge of relevant financial regulations to carry out financial transactions |  | **\*** |
| Experience of dealing with queries from a wide range of people  | \* |  |
| Experience of working in partnership with others to deliver work to set deadlines | \* |  |
| Experience of providing customer focussed services  | \* |  |
| Experience of participation in teams | \* |  |
| Experience of using the Microsoft package  | \* |  |
| **Safeguarding and Promoting the Welfare of Students** | **Essential** | **Desirable** |
| An appropriate motivation to work with children and young people | \* |  |
| Ability to maintain appropriate relationships and personal boundaries with children and young people | **\*** |  |
| Committed to the safeguarding and promoting the welfare of children and young people | **\*** |  |