

CHARTERS SCHOOL

JOB ACCOUNTABILITIES

Job Title: Receptionist/Administrator	Remuneration Scale Scale 4
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JOB PURPOSE

To be part of the team responsible for the day-to-day operation of the Visitor Reception desk and to provide administration support as directed by the HR and School Services Manager.

SCOPE OF JOB (Budgetary/resource control, impact)

Has contact with students, staff, parents and visitors.

Operates in busy, often noisy environments and required to juggle conflicting priorities.

Staff have to perform their duties despite the constant interruptions.

Will have access to confidential information, which must be dealt with discretely.

POSITION WITHIN UNIT STRUCTURE

Reports to HR and School Services Manager

KNOWLEDGE, SKILLS & EXPERIENCE

Able to relate to visitors, students and staff in a calm and sympathetic manner.

ICT literate and able to operate InVentry Visitor management system; Arbor; basic understanding of MS Office and SharePoint.

Be familiar with the relevant school policies and know where to access them for reference.

Able to operate office equipment such as photocopiers, franking machines etc.

Administrative qualification e.g. NVQ level 2 or equivalent by experience.

First Aid qualification preferred but not essential.

JOB ACCOUNTABILITIES

Enquiries: respond supportively to visitor, student and staff enquiries, providing direction as needed.

Provide a telephonist/receptionist service taking messages or referring callers/visitors to the correct person.

Be familiar with the operation of InVentry and the use of Arbor for taking registers.

Undertake a range of administrative duties and activities in support of staff and students as needed and in accordance with the individual's contracted hours.

Perform duties in line with Health & Safety rules and to take remedial action where hazards are identified. Where hazards are serious report to line manager immediately.

Attend all statutory training required to work within a school.

Take part in the school appraisal process.

To be aware of and follow all relevant school policies and protocols.

To participate fully in the life of the school community and to support its ethos.

Such duties and responsibilities may be updated from time to time to reflect any changes to the school. Only significant additional duties or responsibilities as required by the school will render the grade of the post liable for re-evaluation.

Post holder's signature _____ Name _____ Date _____

Manager's signature _____ Name _____ Date _____