



Willow Grove Primary School JOB DESCRIPTION FOR: Administrator/Receptionist

Objectives:

- To be a professional and friendly first point of contact for pupils, parents, staff and all school contacts.
- To provide support to the school's administrative functions in a pro-active, efficient and effective manner, according to trust and school policies and procedures.

Principal Responsibilities:

This is a varied and exciting role, which includes but is not limited to the responsibilities as follows:

- Work effectively as part of the administration team, supporting colleagues and participating in relevant training and professional development.
- Contribute to the overall ethos and aims of the school to 'Be Creative. Be Authentic. Be your Best.'
- Initiate, build and maintain good working relationships with staff, pupils, parents and other community users.
- Prioritise and manage workload to meet required deadlines while focussing on the needs of the school as a whole.
- Organise and maintain a tidy, welcoming and efficient school reception area.
- Undertake reception duties such as operating the school's main telephone, transferring calls or taking messages, dealing with face-to-face enquiries in a polite and helpful manner and managing the school entry signing in system and processes.
- Open and distribute incoming post and organise the school's outgoing post.
- Manage the school's main email inbox, replying and forwarding messages appropriately and efficiently.
- Provide general clerical support using Microsoft packages such as Word and Excel alongside SIMS and other software packages. As well as tasks such as photocopying, printing and scanning.
- Receive, collate and organise pupil information such as admission/registration information, trip/event permission responses and any other information as requested.
- Receive incoming goods and check delivery notes against orders.
- Ensure health and safety and good behaviour of pupils at all times.
- Provide First Aid and administer prescribed medication.
- Maintain medical and accident records on medical tracker.
- Manage confiscated items and lost property.
- Update the whole school calendar, adding and removing information as required.
- Update the school website, adding and removing content as required.
- Update and monitor the school online payment system by:
 - Providing access letters and guidance on the system for new users.
 - Liaising with parents, pupil and staff regarding queries and payments.
 - Providing reports as required such as dinner reports, trip payment reports etc.
- Administer the Free School Meals portal updates and update systems such as the MIS.
- Assist in the maintenance of the school filing and archive systems.
- Organise and manage stationery stock and complete orders as necessary.
- Provide attendance support.
- Assist with general statutory and non-statutory reports and returns to organizations as required, in a timely manner, ensuring deadlines are met.
- Support and attend whole school events such as Open Evenings.

- Assist the Office Manager as directed.
- Cover for absent colleagues.

All Trust employees are also expected to:

- Work effectively as part of the whole school team, support other colleagues in their roles and participate in relevant training and professional development.
- Ensure health and safety and good behaviour of pupils at all times.
- Ensure that safety guidelines are followed and report any defects or damaged equipment and environment.
- Demonstrate and assist others in safe and effective use of specialist equipment/materials.
- Contribute to the overall ethos and aims of the school.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Disclosure and Barring Services (DBS) check.