

JOB DESCRIPTION

POST: Receptionist/Administrator
GRADE: Grade 4 pts 7-10
LOCATION: Paternoster School

Paternoster school caters for children of all ages with a wide range of special needs. It is expected that all staff will interact appropriately and sensitively with pupils and colleagues.

JOB PURPOSE

To provide reception cover and administrative support in a busy school office/environment.

MAIN DUTIES AND RESPONSIBILITIES

Under the direction and control of the Admin Lead to:

- provide a warm and friendly welcome to pupils, parents, staff and visitors and deal with their requests in a professional and efficient manner, guided by safeguarding procedures
- answer the telephone in a friendly, professional, and efficient manner and record and pass on messages as appropriate
- maintain confidentiality and discretion regarding sensitive information and to ensure that complex queries or issues are conveyed accurately to senior members of staff
- ensure that the reception and waiting areas are maintained to the highest professional standards
- comply with the school's safeguarding and health and safety procedures by ensuring visitors and staff sign in and out and are provided with appropriate lanyards
- manage the entry/exit fob system for visitors and parents
- accept and sign for deliveries as appropriate and liaise with the Premises team when deliveries arrive, distribute small deliveries to the appropriate area
- manage the school diary, monitor room bookings, and support any meetings or events as required
- distribute post, answer and/or forward emails to individuals and whole school in a timely manner as appropriate
- undertake photocopying and other office duties as required
- monitor daily attendance, making phone calls and recording as appropriate.
- use RM Integris daily for school administration. Update the system regarding pupil or staff information and maintain accurate records.
- provide admin assistance to the Senior Leadership Team
- collate all new starter information for pupils joining Paternoster and disseminate information accordingly
- assisting on school trips as required
- Manage Parentmail/+Pay
- monthly stationery stock-level checks

- ensure radios are kept in good working order and charged
- assist with admin during recruitment and onboarding
- receive copies of staff training certificates and upload onto whole school spreadsheet

GENERAL

- to maintain confidentiality and discretion regarding sensitive information
- to comply with all necessary policies and procedures relating to child protection, equality and diversity, health, safety, and security and reporting all concerns to the appropriate person (safeguarding)
- to represent the school at all times in a professional, positive, and helpful way
- to be conversant with relevant IT and software, and keep up to date with developments in IT
- to participate in the school's appraisal programme
- to undertake training where this is appropriate
- to contribute pro-actively to meetings and discussions as required, and to participate in the whole school team
- to be compliant with GDPR
- to ensure that all health and safety instructions are followed and that all reasonable care is taken not to do anything that might endanger yourself or others
- to report any health and safety issues to the premises team

QUALIFICATIONS/EXPERIENCE

Please refer to the Person Specification

PRINCIPAL CONTACTS

Staff, pupils, visitors to the school and external stakeholders

SUPERVISORY RESPONSIBILITY

None

SUPERVISION RECEIVED

Admin Lead

SPECIAL CONDITIONS

- where additional cover is required, or overtime is worked by arrangement and agreement, hours worked in excess of the contracted time will be paid on a claim basis (payable one month in arrears)
- this post is term time only including INSET days
- the post-holder will be expected to take holidays when the school is not in session
- occasionally the post-holder may be asked to cover at other schools within the MAT, in which case they will be reimbursed for mileage according to MAT guidance
- this role requires enhanced DBS clearance and evidence of Right to Work in the UK

EQUAL OPPORTUNITIES

The postholder is required to assist in the implementation of SAND Academies Trust equal opportunity objectives and the school's Equal Opportunities Policy.

The job description is not necessarily a comprehensive definition of the role, and the post holder may be required to undertake such other tasks appropriate to the level of the appointment as may be required.

The job description may be reviewed annually or earlier if necessary, and it may be subject to modification or amended after consultation with the post holder.

Signed:..... (employee)

Printed:..... (employee)

Signed: *Dumarsell* (HR Officer)

Date:

PERSON SPECIFICATION
Receptionist/Administrator
(Paternoster)

| Criteria | Essential | Desirable |
|---------------------------------|---|--|
| Knowledge, skills & experience | <ul style="list-style-type: none"> • excellent Word Processing & Microsoft Office skills • a good standard of Maths & English • the ability to communicate at all levels with care and discretion (both face to face, telephone, email) • the ability to prioritise work effectively • accurate & methodical working • the ability to work flexibly and cooperatively with a whole school approach • the ability to maintain confidentiality, particularly relating to staff and pupil information • the ability to manage conflicting priorities in a busy setting and remain calm under pressure • the ability to deal discreetly with sensitive or challenging situations | <ul style="list-style-type: none"> • experience of operating a small switchboard • experience of working in a school or special needs setting • experience of working as part of a team • experience of reception or administrative work in a school • understanding of school's processes • experience of working as part of an office team • knowledge/experience of RM Integris • knowledge/experience of a Total Communication environment |
| Personal qualities | <ul style="list-style-type: none"> • a positive and helpful personality • ability to relate positively to all pupils and colleagues • a proactive approach to work • the ability to establish effective relationships with those working in the MAT • the ability to build and form good relationships with colleagues | |
| Knowledge & values of the Trust | | <ul style="list-style-type: none"> • the ability to understand and contribute positively to a large and complex organisation • the ability to identify with the Trust's values & principles |