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**Brownhills Ormiston Academy**

Job title: Receptionist

Location: Brownhills Ormiston Academy, Brownhills

Salary: **Grade 2 Point 3-5**

Status: Permanent

Contract: Academy

Hours: 22.5 hours Monday, Tuesday, Wednesday. 8am to 4pm.

term time + Training Hours (Job Share)

Reports to: Office Manager & SLT

Disclosure level: Enhanced Disclosure and Barring Services Check (DBS) will be a requirement of the post, as well as obtaining suitable references for the successful applicant.

Safe-guarding: Brownhills Ormiston Academy takes safeguarding seriously. All applicants will be subject to rigorous safeguarding checks and will be asked questions on safeguarding

Purpose of the job:

Under the direction/instruction of SLT and Office Manager:

To undertake general reception/administrative/customer care duties within the

academy’s reception area.

· To vet all visitors to the academy in line with policies and protocols (Keeping

Children Safe In Education)

· To communicate with other academy staff, senior leadership team, pupils, parents /

carers, suppliers and visitors.

Responsible for:

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|  | **Main Duties and Responsibilities** |
| **Organisation** | * Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors, issuing security passes in line with safeguarding and GDPR protocols. Providing necessary hospitality for visitors, meetings etc. * To act as First Aider and to assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc. * Assisting with arrangements for visits by outside agencies, photographer etc. * Support school wide events, open evenings etc. * Provide general advice &guidance to staff students and parents |
| **Administration** | * Provide routine clerical support, eg photocopying, filing, emailing, complete routine forms, data input and distribution of mail. * Maintain manual and computerised records/management information systems * Undertake typing, word-processing and other IT based tasks * Undertake routine administration as directed * Dealing with pupil databases – SIMS, Cpoms and classcharts in terms of logging information and dealing with queries. |
| **Resources** | * Operate office equipment, eg photocopier, reprographic equipment * Be proficient in Microsoft office applications. * Arrange orderly and secure storage of supplies * Undertake routine financial administration, eg collect money for school trips |
| **Responsibilities** | * Be aware of and adhere to all school admin systems policies and procedure comply with policies and procedures. Be aware of and support difference and ensure equal opportunities for all * Contribute to the overall ethos/work/aims of the school * Appreciate and support the role of other professionals * Attend and participate in relevant meetings as required * Participate in training and other learning activities and performance development as required * Undertake such other duties commensurate with the post as deemed by Principal |
| **Physical demands and working conditions** | * Normal physical effort with a mixture of sitting, walking and carrying minor loads. * Work normally carried out in an office environment |
| **General** | * To contribute to the overall ethos, work and aims of the academy. * All staff are required to partake in performance management and training activities. * Be aware of promote and comply with policies and procedures relating to safeguarding, child protection, health, safety, security, confidentiality and data protection, reporting all concerns to an appropriate person. * Maintain confidentiality of information acquired in the course of undertaking duties. * Ensure that work is completed in compliance with relevant legislation and procedures relating to this role. * Ensure GDPR principles are embedded in normal working practices. * Post holders may be required to work flexibly in order to meet the business needs. * Appreciate and support the role of other professionals * Participate in training and other learning activities and performance development as required * The Trust expect that employees deal with people politely and tactfully, communicating with colleagues both formally and informally, modelling the Academy’s Code of Conduct and the equality policy objectives. * The above list is not exclusive or exhaustive, and the school may require the post holder to undertake duties commensurate with the level of the role. As part of your wider duties and responsibilities, you are required to promote and actively support the Academy’s responsibilities towards safeguarding. |

*The duties and responsibilities of this post may vary from time to time and post holders may be expected to undertake other duties of a similar level/nature which is considered appropriate to the level of this post.*

Person Specification

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| Qualifications | Educated to GCSE Grade C/4 in English & Maths (or equivalent)  Basic Word Processing qualifications (or equivalent).  Knowledge and skills equivalent to national qualifications level 2 or 3 which is desirable or willingness to obtain. |
| Experience | Reception/Customer care experience.  Experience of Microsoft Office products  Experience of management information systems (SIMS, cpoms, classcharts or other MIS)  Experience of working with children. |
| Training | Prepared to undertake training further I.T. training as necessary.  Prepared to undertake qualifications in line with the role.  Willingness to attend relevant training  First Aid Training and maintaining refresher training. |
| Special Knowledge | Desirable – knowledge of SIMS or other management/student information systems  Knowledge of and adherence to school administrative systems, policies and procedures.  Knowledge for implementing a range of administrative procedures, including IT packages and systems. Knowledge and skills equivalent to national qualifications level 2 or 3 is desirable.  Knowledge and understanding of key academy policies, KCSIE, Child Protection, Adult Conduct, GDPR, H&S, Acceptable Use etc. |
| Circumstances | Ability to work when the academy is open.  Normal physical effort with a mixture of sitting, walking and carrying minor loads.  Work normally carried out in an office environment |
| Disposition | Confident.  Polite/courteous.  Friendly but firm.  Work as a member of a team.  Patient, approachable and welcoming.  Organised.  Able to work to deadlines and to juggle multiple task speedily  Able to keep confidentiality.  Able to mediate where appropriate. |
| Practical and Intellectual Skills | Able to speak to people face-to-face and on the phone.  Excellent communication skills both in writing and face to face.  Good spelling, grammar and numeracy skills.  Organised and multi tasker, ability to work at pace efficiently and effectively.  Normal physical effort with a mixture of sitting, walking and carrying minor loads.  Work normally carried out in an office environment  Makes decisions about own administrative work. Decision-making is short term; more complex decisions are referred to senior staff. |
| Legal Requirements | Enhanced DBS Check for Regulated Activity. |