

The Chiltern School

Receptionist / Clerical Administrator

Job Description

School Vision

Where we learn and achieve together, where we dare to be different.

Our **vision** is to be a centre of excellence, to inspire, innovate and promote the best practice in inclusive pedagogy, that is recognised locally, regionally and nationally for SEND development and provision, where we put the pupils at the heart of all decision making. Our children will leave being happy, confident, inquisitive and independent.

Our **purpose** is to help develop young people by nurturing their talents. To provide outstanding educational provision for young people with SEND. We provide meaningful and purposeful learning that prepares them with the skills, knowledge and attitudes to be happy, confident, safe and independent adults who have the life chances they deserve.

Grade / Salary	NJC Level 2A Points 4-5 / £15,682.62-£15,944.52 per annum actual
Working Hours	27.5 hours per week, term time (10am to 4pm Monday to Friday) plus 5 inset days and 2 weeks worked across school holidays as required

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General description of the post:

- To provide a cheerful, professional, positive and helpful environment within the school office for the pupils, staff, parents, professionals and other visitors to the school
- To receive visitors and escort them to their destination as required, ensuring they are signed in appropriately using Entrysign, and have the correct ID lanyard.
- To manage supply staff daily logistics, welcoming, following processes and liaising with phase leads for staff destinations.
- Manage incoming calls, take messages and direct calls to the appropriate staff members or departments.
- Respond to enquiries from parents, pupils and the public providing information about the school.
- Provide assistance to pupils who visit the reception area, such as directing to classrooms or helping with minor issues.
- To ensure all visitors are aware of the schools safeguarding and fire evacuation protocol.
- To take responsibility for the overall care and running of the front office, ensuring that correct admin and health and safety procedures are followed at all times.
- Ensure office area and reception is welcoming and tidy
- To be mindful of the respect and understanding necessary when dealing with parents, guardians and carers. Refer enquiries/concerns to relevant staff as necessary
- To be responsible for processing and distributing all incoming and outgoing mail. To post mail at the end of each day
- To produce and maintain a supply of Visitor/Volunteers/Student/Contractor lanyards and fobs and ensure they are monitored daily.
- To make up Staff ID badges.
- To adhere to the school's 'clear desk' policy.
- Provide administrative and clerical support to school staff as required, e.g. agendas, reports, school policy documents, etc. Ensure that all set admin procedures are followed at all times.
- As required, ensure school files are kept up to date. Maintain a confidential environment with regard to data.
- Assist in maintaining SIMS pupil database under the direction of the Data

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Manager.

- Keep up to date with school events and school calendar adding visitors onto the Entrysign system as necessary, so that questions can be answered quickly and accurately.
- Book in dental, eye, continence and vaccination services and ensure staff and parents are aware. Put dates in the programme of works.
- To carry out photocopying and laminating as required.
- To receive goods into school, i.e. sign delivery sheets.
- To support the finance team in receiving and managing school deliveries.
- To liaise with the kitchen staff daily in relation to school meals and payment of dinner money.
- The admin team will provide clerical support for specific areas of the school. The distribution of these roles can be changed as necessary to fit in with new responsibilities in order to maintain an equal and fair workload.
- Scan school medical documents ie transport medication sheets into SIMS as provided by the School Nursing Team on a termly basis

Health and Safety

- To ensure security protocols are communicated to and understood by all visitors at the school, ie wearing a badge.
- Be a fire marshal with special responsibility for ensuring a list of pupils/staff and visitors are available in the event of evacuation.
- Understand and follow the Lockdown and Evacuation Policy in an emergency, but securing the doors and windows to the office and reception area.

School Transport

- To liaise with the Communications officer responsible for pupil transport to produce paperwork to ensure reliable and efficient operation.
- To collate and process parental transport claim forms.
- Keep records of and changes to pupils transport i.e. respite care, and ensure that transport co-coordinator are aware of these changes and update relevant google docs
- To liaise with transport operators regarding pupil pick up and late arrivals.

Other duties

- To maintain confidentiality at all times in respect of school-related matters and to

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prevent disclosure of confidential and sensitive information

- To participate as a member of the school community in promoting the work of the school
- To undertake any other tasks and responsibilities appropriate to the level of this post, as required by the Headteacher

Values and behaviour

All staff play a vital role in assisting to make the education of their pupils their first concern, and are accountable for achieving the highest possible standards in work and conduct. All members of staff must act with honesty and integrity; have strong knowledge within their field, keep their knowledge and skills up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of the students in the school.

Personal and professional conduct

All staff are expected to demonstrate good standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct throughout your career. It is important to maintain high standards of ethics and behaviour, within and outside school, by:

- treating pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to the position;
- having regard for the need to safeguard pupils' well-being, in accordance with statutory provisions;
- showing tolerance of and respect for the rights of others and not undermining fundamental British values, including: - democracy, the rule of law, individual liberty and mutual respect, and - tolerance of those with different faiths and beliefs;
- ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.

All staff must have proper and professional regard for the ethos, policies and practices of the school and maintain high standards in their own attendance and punctuality.

Responsibilities

The post holder is accountable to their line manager at all times.

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Conditions of employment

This Job Description does not form part of the Contract of Employment and the duties may be varied to meet the changing demands of the school at the reasonable discretion of the Head teacher and following consultation with you and will be reviewed annually as part of the appraisal process.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application that you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences.

This post will be exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority.

The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers.

'The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment'.

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Person Specification			
Methods of assessment	Essential/ Desirable	Application	Interview
Qualification, Education and Training			
At least five A*-C GCSEs, including English and maths	E	X	
Knowledge of school systems management information systems such as Arbour / SIMs	D	X	X
Experience and Knowledge			
Working within a busy office environment	E	X	X
Using computers for office administration working	E	X	X
Have relevant administrative coordination experience	D	X	X
Experience in coordinating the delivery of training programmes	D	X	
Knowledge of Google Suite	E	X	X
Working within a busy office environment, preferably in a school or educational setting	D	X	X
Be adept at problem-solving, including being able to identify and resolve issues in a timely manner	E	X	X
Have good working ICT knowledge including Microsoft Office and Google Suite	E	X	X

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Understand the importance of confidentiality and the Data Protection Act 2018 and GDPR	E	X	X
Skills and Abilities			
Possess strong interpersonal skills	E		X
Be able to communicate clearly, both written and orally	E	X	X
Effectively read and interpret information, present numerical data in a resourceful manner, and gather and analyse information	E	X	X
Be organised, accurate and thorough in their work	E		X
Have the ability to record and analyse data using different systems	E	X	X
Values and Behaviours			
Have a willingness to extend skills through appropriate training	E	X	X
Be dependable, able to follow instructions and respond to management directions	E		X
Able to demonstrate that you are: <ul style="list-style-type: none"> • Empathetic • Well organised • Diligent • Conscientious 	E	X	X