

## **JOB DESCRIPTION**

<b>POST:</b>	<b>School Administrator/ Receptionist</b>
<b>GRADE:</b>	Grade CD1 SCP 3-4
<b>RESPONSIBLE TO:</b>	Business Manager
<b>STAFF MANAGED:</b>	None
<b>JOB PURPOSE:</b>	To work within the administration team to provide an administrative support service to the school to ensure the smooth running of the school office on a daily basis.
<b>JOB CONTEXT:</b>	Works within the busy environment of the school office contributing to the administration for the school, providing an administrative, reprographics, cash handling and reception service, where excellent organisational skills are essential to cope with the demands of having to deal with a variety of tasks.  Enhanced DBS clearance required
<b>ACCOUNTABILITIES / MAIN RESPONSIBILITIES</b>	
Operational Issues	<ul style="list-style-type: none"> <li>• To provide administrative duties to the school</li> <li>• File, sort and index paperwork, including incoming and outgoing post, transmit documents and photocopy</li> <li>• Compile standard letters, documents, orders and lists as directed by the Business Manager</li> <li>• Undertake simple finance tasks e.g. collect and bank dinner/school trip money (cash/cheques) and recording money received on the appropriate system</li> <li>• Maintain and update all necessary records and software using manual and computerised systems and check entries</li> <li>• Maintain a diary of appointments, room bookings and activities as required</li> <li>• Redirect customers to other staff for specialist support as appropriate</li> <li>• Ensure adequate checks are in place for visitors to the school, in line with processes</li> <li>• Provide a reprographics service to the school, in a timely manner</li> <li>• To provide administration cover on the school holiday rota</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• Undertake reception duties; act as first point of contact in response to telephone and face to face enquiries.</li> <li>• Communicate effectively with other staff, visitors, pupils and their families/carers.</li> <li>• Attend staff meetings and training days by agreement with the Business Manager</li> </ul>
Resource management	<ul style="list-style-type: none"> <li>• Participate in the schools performance management scheme.</li> <li>• Monitor stationery stock levels, place orders as appropriate and check incoming orders.</li> <li>• Participate in training and other learning activities and performance development as required</li> <li>• Highlight additional training and supervision needed to build on your skills and knowledge.</li> </ul>

Safeguarding	<ul style="list-style-type: none"> <li>• Know about data protection issues in the context of your role.</li> <li>• Maintain confidentiality as appropriate</li> <li>• Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with.</li> </ul>
Systems and Information	<ul style="list-style-type: none"> <li>• Maintain and update all necessary records using manual and computerised systems and check entries.</li> <li>• Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences.</li> <li>• Share information appropriately – in writing, by telephone, electronically and in person.</li> </ul>
Data Protection	<ul style="list-style-type: none"> <li>• To comply with the Trust’s policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Be aware of and implement your health &amp; safety responsibilities as an employee and where appropriate any additional specialist or managerial health &amp; safety responsibilities as defined in the Health &amp; Safety policy and procedure.</li> </ul>
Equalities	<ul style="list-style-type: none"> <li>• We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.</li> <li>• Ensure services are delivered in accordance with the aims of the equality Policy Statement.</li> <li>• Develop own understanding of equality issues.</li> </ul>
Flexibility	<ul style="list-style-type: none"> <li>• The Trust provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with Trust Policies and Procedures.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.</li> <li>• The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.</li> <li>• Understand your own role and its limits, and the importance of providing care or support.</li> </ul>
Date of Issue:	June 2024

## PERSON SPECIFICATION

<b>Essential upon appointment</b>	<b>Desirable on appointment</b> (if not attained, development may be provided for successful candidate)
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Some knowledge of administration and office systems</li> </ul>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Some clerical or administrative experience</li> </ul>	<ul style="list-style-type: none"> <li>• Cash handling experience</li> </ul>
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Interpersonal and communication skills</li> <li>• Numeracy and literacy skills</li> <li>• Judgemental skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Microsoft Office</li> <li>• SIMS (School's Management System)</li> <li>• Experience of Telephone Systems</li> </ul>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Good GCSEs including Maths &amp; English or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 in Office Administration</li> </ul>
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Attention to detail, neatness and accuracy</li> <li>• Organisational skills</li> <li>• Ability to work successfully in a team</li> <li>• Confidentiality</li> </ul>	
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• To be committed to the school's policy and ethos.</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</li> <li>• Enhanced DBS clearance required</li> </ul>	
<p><b>Equal Opportunities</b></p> <ul style="list-style-type: none"> <li>• To assist in ensuring that Trust's equalities policies are considered within the school's working practices in terms of both employment and service delivery.</li> </ul>	