

## **RECEPTIONIST AND ATTENDANCE ADMINISTRATIVE ASSISTANT**

### **JOB DESCRIPTION**

**REPORTING TO:** HEAD TEACHERS, SCHOOL BUSINESS MANAGER  
**JOB TITLE:** RECEPTIONIST and ATTENDANCE ADMINISTRATIVE ASSISTANT  
**GRADE:** SCALE 2, POINT 4  
08.00 – 16:00, 35 hours per week. Term Time Only

#### **PURPOSE OF THE POST**

To be responsible for customer care and first point of contact for the schools, ensuring all visitors, parents/carers, pupils and staff are received in a friendly, efficient and helpful manner, whether personally, on the telephone or through all forms of written correspondence.

To communicate effectively with all visitors, staff and pupils in person, on the telephone and via email.

To be responsible for monitoring the recording of pupil attendance, including the efficient maintenance of electronic registers, correct attendance codes and confirming reasons for absences.

To provide efficient and effective administrative support to enhance the smooth running of the schools.

#### **MAIN DUTIES AND RESPONSIBILITIES**

- Visitor management:
  - To be responsible for receiving and signing in of visitors to the schools
  - To be responsible for escorting visitors to meetings and liaising with their point of contact
- Communication:
  - To communicate with courtesy and clarity to all staff, pupils, parents, carers, visitors, outside agencies and the wider community
  - To answer all general telephone and face to face enquiries
  - To ensure all messages are forwarded in a timely manner
  - To ensure an up-to-date knowledge of the schools' security and communication systems
  - To be responsible for answering the school telephones and regularly check and respond to voicemail

- To manage the outgoing and incoming post and ensure it is distributed correctly and in a timely manner
- To monitor and respond to the generic school office email
- Attendance:
  - To act as Attendance Administrative Assistant: managing data, including registers, late arrivals and early departures during the day and monitoring attendance
  - To ensure all registers are completed for the morning and afternoon
  - To ensure that all pupils who are marked as absent on the registers are accounted for using the correct DFE attendance codes
  - To make first day response calls to parents/carers regarding absence prioritising vulnerable pupils and pupils who travel to school unaccompanied
  - To update SIMS with pupil attendance and produce attendance reports when requested by and for the Education Welfare Officer (EWO)
- GDPR:
  - To prepare GDPR information for each school and the PTFA for each academic year – such as consent permissions
- General office duties:
  - To ensure that the school office is maintained as a safe and efficient environment for those working there and visiting
  - To ensure the photocopier is operational on a daily basis, calling engineers when necessary
  - To assist in keeping the schools' diaries up-to-date for bookings for available spaces
  - To file and retrieve documentation as appropriate
  - To work in a positive and flexible manner with other members of the office team
  - To assist with the schools newsletters when required
  - To assist and support with admissions when required
  - To administer incoming job applications and request references when required
  - To deputise for absent colleagues as part of the office team such as admissions and newsletters
  - To support parents/carers with signposting to available support services and contacts

## **OTHER RESPONSIBILITIES**

- Be aware of and comply with policies and procedures relating to:
  - Child protection and safeguarding – to have due regard for safeguarding and promoting the welfare of children and young people and to follow all associated child protection and safeguarding policies as adopted by the schools and Local Authority
  - Health and Safety policies and under the Health and Safety at Work Act (1974) - ensuring the safety of all parties they come into contact with

- Equality policies and procedures - be aware of and support difference, Protected Characteristics and ensure equal opportunities for all
  - E-safety and online security policies and procedures
  - Confidentiality, Data Protection and UK GDPR policies and procedures
- Contribute to the overall ethos, work and 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 training as may be necessary for the efficient discharge of this post
  - Respond to any concerns in relation to safeguarding and/or child protection
  - To observe confidentiality at all times

#### **OTHER DUTIES**

To undertake such other duties as may be required from time to time to meet the needs to the service.

*This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Schools in relation to the post holder's professional responsibilities and duties*

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### **PERSON SPECIFICATION**

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<b>CRITERIA</b>		
<b>Qualifications and training</b>	1. Numeracy and literacy qualification at NVQ level or equivalent	<b>Essential</b>
<b>Relevant Experience</b>	2. General clerical/administrative work 3. Working in a busy school office 4. A confident knowledge and ability of using Word, Excel and Outlook 5. Use of Capita SIMS.net or equivalent MIS systems	<b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b>
<b>Knowledge</b>	6. Understanding of relevant policies/codes of practice and awareness of relevant legislation 7. Understanding of attendance monitoring and recording	<b>Desirable</b> <b>Desirable</b>
<b>Skills and Abilities</b>	8. Excellent interpersonal and customer service skills 9. Effective use of ICT to support effective administration 10. Use of other equipment technology – audio/visual, photocopier 11. Ability to self-evaluate learning needs and actively seek learning opportunities 12. Ability to relate well to children and adults 13. Work constructively as part of a team, understanding classroom roles and responsibilities and your own position within these 14. Excellent telephone manner 15. Ability to deal tactfully and confidentially with telephone callers and visitors 16. Ability to maintain absolute confidentiality of information concerning pupils, their families and home circumstances 17. Ability to remain calm, composed and flexible within a busy and demanding office environment 18. Good typing and keyboard skills 19. Ability to undertake a wide range of clerical, administrative and general duties 20. Able to work in an organised manner and manage own time effectively 21. Able to work accurately with good attention to detail 22. Able to work constructively as part of a team, understanding school roles and responsibilities and your own position within these	<b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b>