

**JOB TITLE: RECEPTIONIST/ADMINISTRATION ASSISTANT**

**REPORTS TO: School Business Manager**

**SALARY RANGE: Scale 3**

**Term-time – 35 hours per week, 39 weeks – permanent contract**

**START DATE: Immediate start (or as soon as possible)**

**JOB PURPOSE:**

* To be an ambassador for the school when meeting parents and other visitors and to act as a first point of reference when people arrive.
* To provide secretarial, clerical and administrative support to the Headteacher, SLT and other staff.
* To contribute to the overall ethos/work/aims of the school in meeting the needs of the children.

**MAIN AREAS OF RESPONSIBILITY:**

**Customer Focus**

* Demonstrate excellent professional relationships with children, parents and other professionals.
* Provide an excellent administrative service to all sections of the school community, being aware of and supporting difference and ensuring equal opportunities for all.

**Reception**

Perform Receptionist duties throughout the school day:

* Act as the first point of reference for receiving callers, children, parents, visitors and telephone enquiries.
* Welcome visitors and ensure their needs are met.
* Respond to entry phone ensuring that school procedures are adhered to.
* Maintain visitors’ log-book and issue visitor passes.
* Answer the telephone and direct calls to the appropriate staff where necessary and/or record telephone messages for distribution to staff. Ensure answer-phone connection and message is appropriate at all times.
* Receive goods and deliveries.
* Offer helpful, friendly, approachable and professional service at all times and take appropriate action on own initiative, resolving minor matters, referring more serious matters to an appropriate member of staff.

**Communication**

* Adhere to school procedures and ensure that staff receive messages promptly and accurately.
* Maintain notice boards, update timetables/rotas.
* Sort and distribute incoming mail.
* Prepare and distribute external and internal mail.

**Administration**

* Provide general confidential secretarial support service to the Headteacher, SLT and other staff, including teacher’s administrative tasks.
* Provide hospitality as required.
* Assist with preparation for all visitors and events, e.g. school medical professionals, photographer, book fair, cycling proficiency, etc.
* Ensure that the daily dinner registers are completed accurately.
* Carry out administrative tasks associated with Cool Milk, fruit and school uniform.
* Provide administrative support for school clubs as directed.
* Assist teaching staff in the organisation of school visits and visitors as requested.
* Provide administrative support for the organisation of swimming lessons.
* Provide administrative support for wrap around care as required.

**Publications**

* Assist with paperless methods of communication by sending out emails/texts.
* Photocopy and distribute hard-copy documents as required.

**Finance**

* Monitor payment of school meals, trips, clubs and school events on school payment system.

**Data Management**

* Maintain high standards when managing confidential information, complying with the school’s data protection procedures and legal requirements at all times.

**Attendance**

* In conjunction with SLT & PA to the Headteacher, work with stakeholders in order to promote good attendance and to achieve attendance targets.
* Follow school attendance procedures including ensuring that registers (morning and afternoon) are accurate, adding late/absent children on to the registers, adding detailed comments where appropriate.
* Contact parents of absent children daily to ensure that a reason has been provided for their child’s absence.

**Admissions/Pupil Data**

* Maintain pupil database, amend/update records on the system and print reports such as attendance and school meals.

**Safeguarding**

* Comply with policies and procedures covering child protection, health, safety and security.
* Contribute to safeguarding the welfare of children in the school .
* Maintain the security of property in a way that is consistent with the school’s procedures and legal requirements, reporting any concerns about safety and security to the appropriate person.
* Maintain the visitor’s log book and ensure all visitors, contractors, etc. sign in, have read the safeguarding guidelines and are wearing clearly visible badges.

**School Welfare**

* Provide first aid as necessary and be a named first aider for the school.
* Contact parents/carers of children who are unwell.

**Accountability, Performance and Line Management**

* Comply with the school’s policies and procedures.
* Regularly review own practice, set personal targets and take responsibility for own personal development.
* Continue to learn and develop as a professional, completing induction, attending relevant training to update knowledge and skills, enhancing qualifications.
* Model high professional standards and be a responsible and effective member of staff, attending regular meetings as appropriate.
* Attend all INSET training.
* Appreciate, respect and support the role of other professionals.

**Additional Duties**

* Undertake all reasonable any other duties as directed by the Senior Leadership Team.
* Be aware of and comply with policies and procedures relating to Child Protection and Safeguarding, Health and Safety, and report all concerns to the appropriate person.

**Person Specification – Receptionist/Administration Assistant**

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| **Selection Criteria** | **Essential or**  **Desirable** |
| **Education and Qualifications** |  |
| * GCSE English & Maths grade C or above (or equivalent) * Keyboard skills qualification * First aid certificate * Willingness to undertake further professional development | Essential  Desirable  Desirable  Essential |
| **Experience** |  |
| * Experience of reception and administrative support * Experience of working within a school environment * Experience of dealing with members of the public both in person and on the telephone * Experience of working within a team | Essential  Desirable  Essential  Essential |
| **Professional Knowledge, Skills and qualities** |  |
| * Suitability to work with young children * Able to form and maintain appropriate relationships and personal boundaries with children * Ability to maintain strictest confidentiality and integrity at all times * Secure working knowledge of Microsoft Excel, Word, Publisher * Excellent numeracy and literacy skills (verbal and written) * Ability to solve problems and think independently * Ability to remain calm under pressure and manage conflicting priorities * Demonstrate a positive and professional manner * Enthusiasm, self-motivation and excellent communication skills * Ability to work to professional standards, to develop effective working relationships, think independently and make judgements and to influence others through persuasion/ discussion. * Ability to work effectively as part of a team to meet common goals * Ability to be self-motivated, flexible and well organised to manage, at times, unpredictable and variable workloads. * Professional telephone manner * Understanding of and commitment to equal opportunity issues within the workplace | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential |
| **Personal and Professional Conduct** |  |
| This post demands the utmost trust and confidentiality. The post holder should maintain high standards of ethics and behaviour at all times, both within and outside school, by:   * Treating pupils, parents and staff with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a school worker’s professional position. * Having regard for the need to safeguard pupils’ well-being, in accordance with statutory provisions * 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 cause offence or exploit vulnerability. * Having proper and professional regard for ethos, policies and practices of the school, and maintain high standards in your own appearance, manner, attendance and punctuality. | Essential  Essential  Essential  Essential  Essential |

Broadwater Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a Disclosure & Barring Service (DBS) check.