**JOB DESCRIPTION**

The School Administrator/Receptionist is the first point of call for visitors to St Joseph’s Catholic School. As the ‘face’ of the school the receptionist will be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a ‘can do’ approach. You will also assist with general day to day admin tasks which therefore require an excellent level of IT skills.

**OVERALL RESPONSIBILITY**

* To ensuring the safety and security of the school at all times and communicate effectively with the school premises officer.
* To act as the first point of contact for the school; welcoming visitors and answering any incoming calls. Ensure that appropriate actions are taken in a timely manner.
* To provide a comprehensive and seamless administrative support service in order to ensure the smooth running of the school.
* Use a variety of administrative processes and procedures and develop them as necessary
* Maintaining and updating school information, records and databases
* To input student data and assist with administering and managing attendance records and attendance at panels.
* Flexible to meet changing priorities
* Develop constructive relationships and communicate effectively with staff, students, parents/carers, other agencies and professionals
* Deal with internal and external queries in an efficient and effective manner
* Contribute to the overall ethos, work and aims of the school
* Have a 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 school

**Admin**

* Maintaining confidentiality, complying with the General Data Protection Regulations (GDPR) 2018 and following school procedures at all times.
* Be a first point of contact for all families, students and visitors; managing telephone and personal enquiries and passing on messages in a timely way
* Provide administrative support to the senior leadership team, and other staff as required and appropriate.
* Undertake typing and word processing including production of letters at the headteacher’s request
* Gain a high degree of knowledge of the student management information systems (SIMS and parentmail) ) and update and produce standard reports, letters and forms as required
* To use the databases and administrative systems, ensuring they are kept up to date and relevant information is disseminated to appropriate members of staff
* To take ownership for various projects to meet the needs of the school e.g. admissions/pupil data, and agendas/minutes
* To produce documents (including presentations, correspondence, reports and spreadsheets), working to produce a finished document in line with school standards, making certain that confidentiality is maintained when required
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* Undertake the filing of student and other records e.g. risk assessments
* Undertake the booking of school visits
* Update the school online calendar
* Undertake data entry as required
* Undertake the administration of the authorisation procedures and record keeping as per GDPR.
* Undertake the administrative and practical arrangements for parents’ evenings
* Undertake the administration and organisation of school lettings and events
* Undertake photocopying and printing as required
* Undertake the administration of school clubs
* Be a named First Aider and provide basic first aid to students
* Maintain and re-order stocks of standard stationery and first aid equipment
* Implement school policies consistently
* Participate in school appraisal scheme, including target setting and review
* To keep the reception visitor screen updated at all times with appropriate information.
* To ensure that telephone and email queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others
* To sort and distribute all incoming post on a daily basis
* To prepare all outgoing post
* To provide general administrative support across the school
* To maintain manual and computerised records and management information systems, including the input of student data daily and maintaining pupil records
* Carry out any other responsibilities compatible with the role and grade of this post

**Reception**

* To act as the schools receptionist, to safeguard entry to the school, providing a first point of contact for all incoming calls to ensure that they are answered in a timely and professional manner
* To ensure that all calls are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system
* To greet visitors to the reception area as required, ensuring that visitors are welcomed into a friendly, professional environment
* To log telephone calls and ensure that relevant information is passed on in a timely manner
* To listen to the school’s voicemail, recording all messages and ensuring that they can be dealt with by an appropriate member of staff in a timely manner
* To check that any changes to the school main voicemail are made to ensure that callers receive up to date information, should their call not be answered
* To ensure the reception area is clean, free from clutter and well presented as first impression of the academy
* To ensure that key information is available at the main reception, i.e. managing the Inventry sign in system,
* To ensure that relevant information / literature is available in the reception seating area and entrance to school, i.e. access to school information leaflets/ prospectus times, newsletters, etc
* To ensure that the receipt of deliveries is communicated to the relevant individuals in a timely manner
* To ensure that internal and external perceptions of the school are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate. The role holder will need to liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.

**Other**

* To undertake any task as directed by the Headteacher or line manager.
* Provide assistance at school functions (e.g. open days, new intake interviews) as required
* Commitment to the safeguarding and welfare of all pupils
* This post is subject to an enhanced DBS disclosure.
* Undertake Fire Marshal and First Aid training.
* This job description is subject to change with the agreement of the post holder.