

**ADMINISTRATIVE ASSISTANT AND RECEPTIONIST - JOB DESCRIPTION**

The School Office Team delivers effective and efficient support to varying functions throughout the School by maintaining agreed standards of service to the pupils, staff and parents and carers who form the school community.

**Main Purpose of the Job**

● To meet the challenges of a fast moving school environment whilst providing service, assistance and solutions to all stakeholders in person, over e-mail and telephone;

● To be the first point of contact for parents and carers, staff and external stakeholders;

● To provide general and confidential secretarial service to the Head Teacher at all times;

● To provide complete pupil-related administrative support, general administrative, clerical and financial support, reception services and performance of other office and school tasks as directed by the Head Teacher and/or the School Business Manager;

● To work collaboratively and flexibly as part of the School Office Team;

● To always follow all school practices and protocols relating to Safeguarding and Child Protection.

**General Duties and Responsibilities**

The following provides a main overview and indication of the varied duties and responsibilities, but is not exhaustive and can fluctuate at different points in the academic year. Additional duties may need to be undertaken, as directed by the Head Teacher and/or the School Business Manager.

● To embody the values, vision and ethos of St Faith’s CE Primary School;

● To provide efficient administrative support that supports the whole school - teaching and support functions;

● To engage with parents and carers in a polite, friendly and professional manner to develop positive relationships that support the development of our pupils;

● To maintain accurate, up to date pupil records;

● To work with the School Business Manager to support the implementation of processes across the school office and wider school.

**Specific Duties and Responsibilities**

**Reception**

● Act as the first point of contact for parents and visitors and communicating at all times in a professional and friendly manner;

● Communicate politely and effectively with pupils and all stakeholders and visitors;

● Answer routine telephone calls, face-to-face and e-mail enquiries swiftly and professionally;

● Follow correct safeguarding procedures when signing in/out of visitors;

● Respond to matters arising in the school office;

● Filter and manage calls and forward complex matters to the School Business Manager or Head Teacher, as appropriate;

● Ensure messages and enquiries reach the appropriate person required, seeking confirmation and undertaking follow up if required in order to provide a same day response wherever possible;

● Ensure all parent and carer enquiries are answered on the same day or within maximum of 24 hours;

● Maintain security of people approaching school via the front door or gate;

● Assist with pupil’s well-being and welfare needs, including looking after unwell pupils, and liaising with parents and staff;

● Coordinate arrangements for visits by external agencies, i.e. school nurse, school photography, pupil support organisations etc.;

● Deal with incoming and outgoing post and deliveries;

● Maintain clean, tidy, well presented and engaging reception area;

● 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 the appropriate member of staff

**Pupil Administration**

● Accurately maintain and collate all pupil records and reports both electronically and manually using official systems (SIMS) and internally designed spreadsheets and systems;

● Record, maintain and report any absence data for pupils including preparation of absence reports to Head Teacher;

● Administer daily absence routines, including contacting parents to ensure safeguarding routines are rigorous and adhered to;

● Maintain and collate pupil reports, records of school meal entitlement and children’s confidential files;

● Oversee the transfer to secondary schools paperwork process with the Head Techer and ensure that all documentation and references are kept up to date for external validation and the information on the school website is compliant;

● Respond to routine pupil correspondence;

● Support organising of parents’ evening appointments;

● Ensure new and leaving pupil administration is completed within a week and to a high standard;

● Routine administration of nursery admissions (forms, welcome packs, liase with parents etc.);

● Maintain pupil ‘welcome packs’ for parents updating all relevant information at least termly;

● Support the pastoral care of pupils, particularly those who are vulnerable;

● Deal effectively and sensitively with child protection issues;

● Process pupil admissions in accordance with the admissions policy;

● Produce lists, information and data as required e.g. pupil data;

● Coordinate and administer school clubs provision, school events, trips etc ;

● Assist with pupil first aid and welfare duties, liaising with parents/staff etc;

● Pupil filing.

**General Administration**

● Provide administrative support for the school office and teaching staff;

● Administer school communications including School App, website, written letters and e-mail;

● Assist with staff printing and photocopying requests;

● Adhere to health and safety policies;

● Update the schools calendar, website school calendar and manage the school’s admin inbox;

● Assist the School Business Manager with various administrative tasks;

● Ensure that all information which promotes the school is kept up to date and published on the school website;

● Update and maintain noticeboards in school and around the school site;

● Undertake word-processing, excel spreadsheets and power point preparation and other computer based tasks;

● Maintain stock supplies in particular stationery, cataloguing and distributing as required;

● Organise hospitality as necessary.

**Finance Administration**

● Assist parents and carers in making electronic payment for school lunches, trips, uniform items, nursery fees, breakfast club etc;

● Administer and maintain accurate records and straightforward bank/account reconciliation of routine breakfast club, school lunches, nursery, school trips and clubs fees to assist the School Business Manager;

● Take card payments from parents and process as per the school’s systems.

**Accountability, performance and line management**

* Take responsibility for your work, encourage and accept feedback from your line manager and respond to or adapt to change as required;
* Take an active part in the Performance Management process with your line manager, sharing your successes as well as challenges;
* You will proactively take responsibility for your own development, seeking opportunities to learn, grow and lead.
* Attend and participate in relevant meetings and training as required