

**TKAT JOB DESCRIPTION**

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| **Job Title:** | Receptionist / Office Administrator |
| **Reporting To:** | Business Manager |
| **Primary Objectives:** | To provide specific clerical and administrative or financial functions for the school under the direction or instruction of senior staff, taking a proactive role in relation to its day to day functioning. |
| **Location:** | Smarden Primary School |
| **Key Internal Relationships:** | Teachers, TAs, Deputy Head, Head Teacher, Pupils |
| **About us:** | TKAT (The Kemnal Academies Trust) is one of the largest Multi-Academy Trusts in the South of England with over 40 Primary and Secondary Academies in the TKAT Family.Our ultimate aim is to ensure we drive educational standards through the provision of outstanding teaching, leadership and learning for all. The TKAT Values are:   * Passion * Collaboration * Integrity * Delivery |
| **Key Responsibilities:** | 1. Support the day to day clerical and administrative functions of the school including clerical processes, word processing, IT based tasks requiring knowledge of various ICT packages and operation of office equipment and the processing of incoming and outgoing mail. 2. Produce lists, information and data as requested by senior staff or external agencies (e.g. standard/statutory returns). 3. Develop and maintain manual and computerised records and management information systems, ensuring that information such as attendance records and admissions is kept confidentially and is accurate and readily available. 4. Manage the primary school admission policies to ensure compliance with LA and Academy guidelines. 5. Monitor absence levels of all children within the school and take appropriate action to ensure that the disruptive effects of absence are minimised. 6. Collate numbers of pupils requiring meals, process paperwork for free school meals and put in orders to ensure that all pupils requiring school meals receive them. 7. Act as the main point of contact for the school, investigating queries, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible, and receiving visitors in a courteous, prompt and efficient manner, to ensure that staff, service users and members of the public who contact the school are dealt with efficiently and consistently. 8. Manage payments through ParentPay to include lunches, trips, events. 9. Manage all communications with parents, promptly responding to queries as necessary. |
| **Qualifications, Skills & Experience** | * Good level of education to at least GCSE standard or equivalent * Operational experience of administrative systems. * Standard keyboard skills. * Literacy and numeracy skills. * Computer literacy – ability to produce a range of accurate documents and standardised reports using Microsoft packages and basic spreadsheet and database functions. * Ability to organise and prioritise workload to achieve deadlines. * Ability to communicate effectively and in a courteous manner, in person and over the telephone. * Ability to receive and assess information over telephone or in person and refer to the appropriate person or source of information. * Ability to investigate queries and anomalies when required. * Ability to work under pressure and use own initiative * Ability to operate computerised and manual filing systems and to make improvements where necessary. * Ability to take accurate notes and minutes of meetings. * Coordination skills when arranging meetings and appointments. * Ability to process and maintain financial records. * Act as first point of contact within the school, maintaining a positive school image. * Commitment to equalities and the promotion of diversity in all aspects of working. * Requires knowledge of procedures for a range of administration activities including knowledge of various IT packages. * Awareness of the School’s Record Retention Policy and freedom of information protocols or an awareness of the requirement for this policy and protocol. * Knowledge of computerised and manual filing systems. * Awareness of Data Protection and confidentiality issues. * Staff will be expected to have an awareness of and work within national legislation and procedures relating to Health and Safety. |
| **Personal qualities** | * Behaves consistently with the Trust’s values in their interactions with internal and external stakeholders. * Treats people with respect and in a fair and consistent way * Recognises when colleagues are under pressure and volunteers to assist them where possible * Works within teams and across boundaries to share knowledge and achieve results * Identifies and builds relationships required to achieve the best outcomes for the team * Generously shares their time, knowledge, expertise and talent to support others’ success * Creates opportunities to enhance the experience of the customers through their daily tasks * Maintains focus and drive to achieve quality outcomes * Focuses their time and efforts on issues that will have the greatest impact on agreed objectives * Anticipates responses and plans their approach accordingly |