Laleham Gap School Job Description

**Job Description:** Receptionist/Administration Assistant

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| **School:** | **Laleham Gap** |
| **Grade:** | **Kent Range 3**  |
| **Responsible to:** | **PA to Headteacher/Office Manager**  |

**Purpose of the Job:**

To provide general clerical and administrative support to the school under the direction of the PA to Headteacher and Office Manager

**Key Duties and 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. Maintain accurate computerised pupil records and pupil educational files.
3. 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.
4. Support and assist the Office Supervisor on a day to day basis.
5. Assist with arrangements for school visits and events.
6. Maintain stocks and supplies of office equipment.
7. Undertake general financial administration duties such as processing orders, collecting monies, recording payments and issuing receipts and cashing up.
8. Assist with, Data Analysis, Personnel, Finance, Admissions, Medical, Reporting and other administration processes during periods of absence or reduced staff levels.
9. Any other duties or tasks appropriate to the grade of the post assigned by the Headteacher

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Person Specification for Administration Assistant

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|  | **CRITERIA**  |
| **QUALIFICATIONS** | * NVQ 2 or equivalent relevant experience
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| **EXPERIENCE** | * Customer Care experience
* Knowledge of administration and office systems
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| **SKILLS AND ABILITIES** | * Undertake reception duties, act as first point of contact in response to telephone and face-to-face enquiries, sign in visitors
* Provide administrative support e.g. photocopying, filing, faxing, emailing, completion of routine forms, administration relating to school meals. This could be directly supporting the Head teacher
* Update manual and computerised records/management information systems.

Individuals in this role may also undertake some or all of the following: * Open, sort and distribute incoming mail and post outgoing mail
* First point of contact for sick pupils, liaise with parents/carers / staff
* Assist with arrangements for visits, for example by school nurse, photographer and other meetings as required sending relevant documents to participants and taking accurate meeting notes as required.
* Ensure collection of attendance registers
* Arrange orderly and secure storage of supplies.
* Occasionally handle cash e.g. for school visits, dinner money and keep simple financial records and process invoices for payment, referring any problems to the line manager, to ensure that financial records are accurate.
* Undertake photocopying and shredding as required, reporting faulty machinery and equipment as necessary.
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| **KNOWLEDGE** | * Requires knowledge of a range of administrative support tasks and office and related school procedures and systems.
* Customer Care
* Awareness of equalities and diversity issues – respecting the needs and views of other people.
* Understanding of health and safety issues within the workplace, once these have been explained.
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