

JOB DESCRIPTION

SCHOOL:	Whitstable Junior School
JOB TITLE:	CLERICAL ASSISTANT/RECEPTIONIST
SALARY/ GRADE:	KR3
REPORTS TO:	Office Manager
DATE:	September 2022

HOURS: 30.5 hours per week Monday – Friday 8:30 – 3:30
Hours worked to ensure office always has two personnel on duty at any given time

Strategic Role

To provide an efficient and sensitive administrative service to ensure the smooth running of the front office. Duties will include; reception duties, answering phone calls, managing deliveries, taking messages, supporting the Headteacher and teachers, including reprographics, first aider and any office tasks assigned by line managers.

Key Accountabilities

- Provide a front of office experience for all visitors/stakeholders to the school that is warm, welcoming and positive
- Provide a point of contact for pupils, parents and visitors at reception to deal with any problems that arise in the first instance or refer them on to ensure that they are dealt with effectively
- To ensure appropriate safeguarding requirements are followed for visitors to school
- To answer the school telephone, deal with enquiries or direct them to the correct member of staff or take messages
- Complete administrative tasks as requested by Senior Leadership Team.
- To carry out day to day photocopying as required by teaching staff and SLT.
- To produce reprographics as required for the school year
- General clerical duties
- Administer medicines and first aid to pupils to ensure their welfare at school – training will be provided
- Monitor stock and make requests for stock with reasonable time to enable photocopying work to be carried out – card, paper and toners.

Person Specification

	Essential	Desirable
Qualifications & Experience	<p>Experience of working in an office</p> <p>Excellent standard of English with the ability to listen, speak and write clearly</p> <p>Good standard of numeracy</p> <p>Excellent ICT skills</p>	<p>Experience of working in a school</p> <p>Good understanding of SIMs office system</p>
Communication	<p>Experience of dealing with people in a public/front line position</p> <p>Deal with confidential information</p> <p>Ability to exchange routine verbal information clearly with children and adults</p>	<p>Ability to exchange complex and sensitive information in a firm and non-ambiguous way</p>
Working with others	<p>Ability to work with others in an office environment</p> <p>Ability to change working direction or multi task</p>	
	<p>Must be a person of integrity and be able to maintain confidentiality.</p>	
	<p>To work effectively as part of a team</p> <p>The ability to work independently and on your own initiative</p> <p>To know when and how to seek support</p>	
Responsibilities	<p>The ability to be proactive and initiate action</p>	
	<p>To work to time scales and ensure that work is organised in a way that all time scales and deadlines are met</p>	
General	<p>To demonstrate a commitment to treating all people fairly</p>	<p>First aid qualification</p>
	<p>To understand what is meant by safeguarding and the different way in which children can be harmed</p> <p>To understand and comply with child protection procedures</p>	
	<p>To understand and comply with procedures and legislation relating to confidentiality</p>	
	<p>To demonstrate commitment to and evidence of Continuing Professional Development</p>	

Appendix to all Job Descriptions

The Emotional Intelligence Competencies

Self-Awareness

Emotional Self-Awareness:

Recognising how our emotions affect our performance.

1. Aware of own feelings
2. Aware of triggers
3. Understands implications of own emotions
4. Has emotional insight

Accurate Self-Assessment:

Knowing one's own inner resources, abilities and limits.

1. Aware of own strengths and limits
2. Open to feedback
3. Has a sense of humour about oneself
4. Solicits honest critiques

Self-Confidence:

A strong sense of one's self-worth and capabilities

1. Is confident in job capability
2. Believes in oneself
3. Is self-assured
4. Has presence

Social Awareness

Empathy:

Sensing others' feelings and perspectives, and taking an active interest in their concerns.

1. Listens
2. Reads non-verbal clues
3. Open to diversity
4. Sees others' perspectives

Organisational Awareness:

Reading a group's emotional currents and power relationships.

1. Understands informal structure
2. Understands climate and culture
3. Understands organisational politics
4. Understands underlying issues

Stakeholder Awareness:

Anticipating, recognising and meeting stakeholders' needs.

1. Makes self available
2. Monitors satisfaction
3. Takes personal responsibility
4. Matches customer needs

Self-Management

Emotional Self-Control:

Keeping disruptive emotions and impulses in check

1. Show restraint
2. Has patience
3. Responds calmly
4. Stays composed and positive

Transparency:

Maintaining integrity, acting congruently with ones values.

1. Keeps promises
2. Brings up ethical concerns
3. Publicly admits mistakes
4. Acts on values

Achievement Orientation:

Striving to improve or meeting a standard of excellence.

1. Improves performance
2. Sets challenging goals
3. Anticipates obstacles
4. Takes calculated risks

Initiative:

Readiness to act on opportunities

1. Addresses current opportunities
2. Seeks information
3. Makes extra efforts
4. Initiates action for the future

<u>Relationship Management</u>

Developing Others:

Sensing others' development needs and bolstering their abilities

1. Recognises strengths
2. Provides support
3. Gives constructive feedback
4. Acts as a mentor

Inspirational Leadership:

Inspiring and guiding individuals and groups

1. Leads by example
2. Stimulates enthusiasm
3. Inspires others
4. Communicates a compelling vision

Change Catalyst:

Initiating or managing change

1. Defines general need for change
2. Acts to support change
3. Personally leads change
4. Champions change

Influence:

Having impact on others:

1. Engages audience
2. Anticipates impact of actions or words
3. Uses indirect influence
4. Develops behind the scene support

Conflict Management:

Negotiating and resolving conflict

1. Airs disagreements
2. Maintains objectivity
3. Addresses conflict
4. Orchestrates win-win solutions