Job Description: Receptionist/Administration Assistant

School: Rowhill School

Grade: Kent Range 4

Responsible to: School Business Manager

Job Purpose:

To provide an efficient reception service to support the smooth operation of the school.

Key duties and responsibilities:

1. Provide an efficient and professional reception service - greeting visitors, staff and pupils and ensure they sign in/out in accordance with school procedures.
2. Answer enquiries received in person/by phone or via emails – responding to queries/relaying messages and acting on instructions as needed and referring on where appropriate.
3. Ensure monies received for dinner/clubs/trips are recorded and passed to the relevant person. To liaise with parents about outstanding monies.
4. Prepare registers and update records (eg for school dinners/free school meals) and ensure information is shared as required.
5. Prepare and distribute routine home/school correspondence for approval by Headteacher.
6. Prepare and distribute the termly school newsletter.
7. Assist with the organisation of school trips/clubs – ensuring all required records and permission slips are available to the group leader.
8. Record and post all outgoing mail and receive/open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required.
9. Maintain school diary and arrange meetings/room bookings/visits from external agencies as required.
10. Keep simple financial records and occasionally process invoices for payment, referring any problems to the line manager, to ensure that financial records are accurate.
11. Undertake a range of administrative tasks to support the efficient operation of the school – including word processing/data entry/filing and any other duties within the capacity of the postholder as may be reasonably requested.

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| In additional all members of the school community are expected to:   * Display a commitment to child protection and safeguarding. Report to the headteacher any behaviour by colleagues, parents and children which raises concern. * Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person |

*This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post*.

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Person Specification: Receptionist/Administration Assistant

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

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|  | CRITERIA |
| QUALIFICATIONS | GCSE in English and Maths |
| EXPERIENCE | Proven administration experience  Previous experience of reception work or working in a customer service role |
| SKILLS AND ABILITIES | Ability to provide a high level of customer service.  Ability to deal calmly, tactfully and effectively with a range of people.  Ability to convey information clearly and accurately orally and in writing to a range of people.  Ability to work in an organised and methodical manner.  Ability to take personal responsibility for organising day to day workload, prioritising effectively and working to deadlines.  Ability to work effectively and supportively as a member of the school team.  Be adaptable and work well under pressure whilst multi-tasking.  Able to use own initiative to solve problems and respond proactively to unexpected situations. |
| KNOWLEDGE | Demonstrate a basic understanding of the work of a school.  Knowledge of a range of computer applications – including Word/Excel/Powerpoint/Outlook/SIMS.  Demonstrate an understanding of confidentiality and child protection issues in a school setting. |