

Job Description: Receptionist / Office Administrator

Grade: Kent Range 3

Responsible to: Office/Admin Manager, School Business Manager, Leadership Team

Purpose of the Job:

To provide specific reception and administrative support for the school under the direction or instruction of senior staff, taking a proactive role in relation to the day to day functioning of the school office.

Key duties and responsibilities:

- Ensure the office environment, and the physical environment, is welcoming, tidy and organised.
- Provide an efficient and professional reception service - greeting visitors, staff and pupils and ensure they sign in / out in accordance with school procedures.
- Answer enquiries received in person, by phone or via emails – responding to queries, relaying messages and acting on instructions as needed, referring on where appropriate.
- Collate attendance and lunch records, record late arrivals and ensure information is shared as required.
- Deal with incoming and outgoing post and deliveries.
- Undertake a range of administrative tasks to support the efficient operation of the school – including communication / data entry / filing / diary management
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- 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 emails.
- Develop and maintain manual and computerised staff and pupil records and management information systems (Arbor)
- Act as a 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 friendly, 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.
- Providing a contact within the school, promoting a highly professional and positive image, defusing any conflict situations whilst maintaining a calm approach.
- Maintaining school diary system accurately, providing admin support to the school and the leadership team

Individuals in this role may also undertake some or all of the following:

- Ensure money received is recorded and dealt with appropriately. Liaise with parents about outstanding monies.



- Prepare and distribute routine home / school correspondence for approval by Headteacher.
- Assist with the organisation of school trips / clubs – ensuring all required records and permission slips are available to the group leader.
- Produce lists, information and data as requested by senior staff or external agencies (e.g. standard/statutory returns)
- Ensure effective communication with parents. This may include the writing of newsletters, updating the school website, organisation of activities, publicising of school events, etc.
- Update social media and the school's website to ensure that information is conveyed in a clear way that enhances the image of the school.
- Monitor office stationery needs and create orders as necessary.
- Be a qualified first aider, dealing with pupil injuries / illnesses, and giving medicines to pupils in line with the school policy.
- Maintain up-to-date records of children's medical conditions and medication
- Deal with dinner money, milk and free school meals administration
- Organise school photographs
- Assist with arrangements for school visits and events
- Undertake fire warden duties by checking registers and accounting for staff and visitors

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role¹. It is not a comprehensive list of all tasks that the Receptionist / Office Administrator will carry out. The postholder may be required to do other duties appropriate to the level of the role

¹ 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.

Person Specification: Office Administrator / Receptionist

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.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> Developed skills in use of ICT (Word, Excel etc) to keep accurate and comprehensive records 	<ul style="list-style-type: none"> experience working in a busy school office, dealing with contractors, visitors, parents and children and all aspects of school office administration Experience of using Arbor or equivalent system
Knowledge and Skills	<ul style="list-style-type: none"> Excellent oral and written communication skills, with an ability to communicate in a way which meets the needs of diverse audiences Proven ability to deal sensitively with a range of issues Ability to work cooperatively and actively promote teamwork Ability to act professionally and maintain good working relationships with colleagues Ability to respond positively to and actively support the school's management team Ability to multi-task and work accurately under pressure Ability to communicate effectively (both orally and in writing) to a variety of audiences. Specifically, able to speak with confidence and accuracy, using accurate sentence structures and vocabulary, able to choose the right kind of vocabulary for the situation in hand without hesitation, able to listen to customers and understand their needs and able to tailor each conversation to be appropriate to the customer, responding clearly with fine shades of meaning, even in complex situations. 	<ul style="list-style-type: none"> First aid qualification An understanding of GDPR regulations and best practise in relation to school administration
General Education	<ul style="list-style-type: none"> Good level of literacy and numeracy Qualifications to level 2 or above 	<ul style="list-style-type: none"> Minimum 5 GCSEs (or equivalent) including Maths and English
Personal Qualities	<ul style="list-style-type: none"> Share the trust's commitment to safeguarding and promoting the welfare of children A commitment to implement our Equality Policy fully and to work actively to overcome and to prevent discrimination on grounds of race, sex, disability, sexuality or status. Commitment to high quality service delivery Able to maintain confidentiality in all circumstances Commitment to continuous learning and 	



	<p>development</p> <ul style="list-style-type: none">• Flexible to enable a responsive service at all times• Hard working and enthusiastic presenting a professional manner at all times• Possess a sense of humour and the ability to be able to prioritise effectively and multi-task with energy and enthusiasm	
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