**CITY OF ROCHESTER SCHOOL – JOB DESCRIPTION**

**SCHOOL RECEPTIONIST AND ADMINISTRATION OFFICE ASSISTANT**

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| Job Title | School Receptionist and Administration Office Assistant | Team | Administration |
| Job Band | City of Rochester Scale (£19,589.60 FTE)  £11,753.76 for 3 days (ideally Tuesday, Wednesday and Friday) | Reporting To | Headteacher |
| Hours | Monday – Friday  08:30 – 16:30 (term time plus 3 weeks) | Line Manages | N/A |

**Role Purpose**

**To act as the initial point of contact for incoming phone calls, visitors, parents and pupils with a professional, helpful and friendly approach to build positive ongoing relationships.**

**Be responsible for providing a flexible, productive and responsive administrative service to the teaching team and management team thereby contributing towards the smooth running of the school.**

*Duties and responsibilities:*

* Actively contribute to the shared culture of excellence and capacity building that promotes inclusion and maximises learning and achievement of pupils and colleagues.
* Treat all members of the school, with dignity and respect, contributing to the positive ethos and culture.
* Ensure that your own practice is consistent with City of Rochester School and the organisation’s policies and procedures and to keep abreast of any changes to these e.g. through reading updated policies or participating in CPD and staff training.
* Actively engage in personal and corporate Continuing Professional Development (CPD) – regularly reflecting on your own practice, working towards personal targets and participating positively in the arrangements made for performance management/appraisal and contributing to school development as set out in the School Development Plan.
* Ensure that your own responsibilities and accountabilities are clearly defined and understood, manage your work and communicate proactively with your manager to that end.
* Uphold City of Rochester School policies to protect and safeguard pupils in order to secure their health, safety and wellbeing.
* Ensure that your personal use of resources is efficient and effective and actively upholds City of Rochester School and Health and Safety and Expenditure policies.
* Contributing to the organisation’s policy on Equal Opportunities and Inclusion for all staff and pupils.
* Carry out any such duties as may be reasonably required by the Headteacher
* Ensure your own Safer Recruitment training is continually updated

*School Receptionist:*

* Welcome and sign-in/out all visitors and parents;
* Receive incoming phone calls/queries from parents and stakeholders;
* Resolve queries and questions (liaising with relevant members of the school team for assistance as appropriate);
* Receive incoming goods/post and forward these to appropriate team members at school;
* Dealing with ad-hoc queries**.**
* To establish and maintain good relationships and effective communication with parents/carers, colleagues, suppliers, contractors and other professionals, ensuring that the administrative team maintain confidentiality and give efficient, timely and professional responses.
* To oversee and maintain safeguarding processes for visitors and contractors

*Administration Office Assistant:*

* General administrative activities which may including communications to staff and parents, minute meetings, generate/distribute termly documents.
* Ensure the staff room is tidy at the end of the day.
* Be responsible for updating the whole school communication board on a daily basis
* Be a qualified first aider, to assist with unwell children, maintain stocks of first aid supplies/documentation/contents of boxes;
* Collate and maintain pupil medical information, onsite medication (including expiry dates), and care plans for children;
* To provide advice, support and assistance to staff with regard to administrative procedures and appropriate education management issues e.g. information required for reports, external requests for information, school admission procedures.
* To oversee appropriate health and safety procedures, in conjunction with relevant staff and members of SLT.

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| **PERSON SPECIFICATION** | **ESSENTIAL** | **DESIRABLE** | **EVIDENCE** |
| **EDUCATION LEVEL AND QUALIFICATIONS** |  |  |  |
| Good levels of competency in literacy & numeracy, preferably at GCSE Grade C or above, or an equivalent qualification or a willingness to undertake | X |  | A |
| First Aid at work qualification or willingness to undergo training |  | X | I |
| **SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS** |  |  |  |
| Strong customer care skills and focus | X |  | A, I, R |
| Knowledge of school data management system SIMS | X |  | I, R |
| Approachability and willingness to help (solution orientated) | X |  | I, R |
| A discreet and diplomatic nature with respect for confidentiality at all times | X |  | I, R |
| Confident and calm in handling questions and queries | X |  | A, I, R |
| Able to work comfortably with repeated interruptions and unexpected requests | X |  | I, R |
| Able to produce accurate work and actively check output |  | X | I, R |
| Familiar with office equipment (phone systems, copiers) |  | X | A, I |
| **PERSONAL ATTRIBUTES** |  |  |  |
| Willing to lone work as and when required | X |  | I |
| Able to develop and maintain positive relationships with pupils and other relevant stakeholders | X |  | I,R |
| Able to work using own initiative and also effectively as part of a team | X |  | A,I |
| Punctual and reliable | X |  | R,I |
| Ability to establish and develop supportive relationships with young people with special needs including ASD | X |  | A,I |
| Good appreciation of health and safety in the workplace, data protection principles and equal opportunities | X |  | A,I |
| City of Rochester School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment | X |  | I |
| To be physically fit, have a willingness to support and participate in community based activities and school life | X |  | A, I |

Key: A = Application

I = Interview

R = References