

# Job Description

<b>POST:</b>	Administrator Receptionist
<b>RESPONSIBLE TO:</b>	Principal, under the day to day management and leadership of the Senior Administrator
<b>GRADE:</b>	Scale 2, SP 2 – 6 plus Local Government Pensions Scheme
<b>KEY RELATIONSHIPS:</b>	Academy Leadership Team; relevant teaching and support staff; partner professionals; Academies/Schools; local community; other Oasis Academies and Oasis Community Learning central staff
<b>LOCATION:</b>	Oasis Academy Isle of Sheppey
<b>WORKING PATTERN:</b>	Term-time only, plus 2 weeks
<b>JOB PURPOSE:</b>	To support coordination of administration and reception, providing high quality customer care; ensure preparation and delivery of a high quality and timely reprographics service; support the Academy administration team in fulfilling a range of duties pertaining to the administrative support of the Academy.
<b>DISCLOSURE LEVEL:</b>	Enhanced DBS

## RESPONSIBILITIES

### Administration:

- Fulfil specific aspects of the Academy's administrative operations as agreed with the Senior Administrator. These may include and are not limited to admissions, exclusions, teaching and learning, free school meals, trips and visits, parent payments, 'my child at school' app or equivalent.
- To respond to a range of routine written, telephone and 'face to face' enquiries from a variety of sources (internal/external) either directly or by referral;
- On an ad hoc basis, to compose, type and distribute routine and daily correspondence. In addition, to prepare more specialist/technical draft documents for approval as directed;
- Support arising priorities and impromptu tasks that arise during the course of the academy day, received and coordinated by and at the direction of the Senior Administrator, undertaking typing, data entry, texts, contact calls, collation of documents and mailing exercises;
- To fulfil academy uniform sales including maintaining stocks, ordering supplies, selling, liaising with parents and carers on related enquiries, support academy events where uniform is available to purchase.
- Support and promote an efficient attendance service for the Academy, facilitating a number of aspects in recording and supporting on attendance;
- Stock control of stationery items, ensuring regular orders are processed and items do not run out. Upkeep and condition of stationery cupboards, ensuring items are kept tidy and easy to access;
- Assist with maintaining and updating MIS database; producing reports; labels;

- Promote safe working practices by employees and visitors in premises/work areas in which the postholder is located, to maintain a safe working environment;
- To work in compliance with Academy policies and legislative requirements, as relevant to the post;
- To ensure that output and quality of work is of a high standard and complies with current legislation/standards.

### **Reception:**

Take an active role within the administration team in:

- answering main Academy switchboard incoming calls, transferring/taking messages where appropriate, checking switchboard messages at the beginning of and periodically throughout each day, re-routing messages as appropriate;
- maintaining Academy main email account, forwarding on messages as appropriate; following up where needed to ensure an action is complete/contact made;
- open and distribute all hard copy post/packages received by Royal Mail/courier;
- prepare all outgoing mail with postage; ensure franking machine is kept in credit and that there is sufficient credit for each of the Academy holidays;
- Welcome and support visitors, ensuring signing in process is followed, identification badges issued, health and safety processes highlighted ie. Fire evacuation, mirroring the administrative team;
- Ensure reception areas are opened on time, with the area closing each afternoon when the reception is clear of guests; where visitors/guests are expected or are waiting, to support until such time as the required staff member is linked with the last visitor/guest of the day;
- Ensure reception is kept clean, tidy and presentable;
- Model excellence in customer service in order to provide visitors and the community with the best possible experience;
- Maintain meeting rooms are fit for purpose; ensure rooms are tidy at the beginning and end of each day; take responsibility for displays, ensuring relevant information, photos/pictures are displayed;
- Checking and sorting deliveries ensuring efficient distribution.
- Print Fire Registers daily.
- Assist with contact calls as and when needed to support Attendance Officer, Year Leaders and other pastoral staff
- To maintain constructive relationships with parents/carers when exchanging information, facilitating their support for their child's attendance, supporting home and Academy contact.
- Additional point of contact for enquiries regarding Attendance.

### **Reprographics:**

- Provide a flexible and effective reprographic service to meet the needs of the Academy;
- Undertake all work in a responsible manner ensuring safe and efficient production and delivery in line with health and safety policy;
- Prepare accurate, high quality printed materials for Academy staff, student materials, events and training – booklets, homework packs, letters, laminating, booklets;
- Effective prioritisation to meet deadlines;
- Inspect completed jobs for the purpose of ensuring compliance with specifications, completeness, quality standards and quantity requirements;

- Keep staff informed of the progress of their work, especially if there are any problems which could affect the work deadline;
- Ensure reproduced documentation is completed in the most cost-effective way; requests are approved by relevant senior manager before production; correct cost codes and additional printing requirements such as laminating, binding are included in the costing;
- Develop skills and understanding on how the units are best operated, how to correct errors, ways to improve output and service delivery; support others operating these units to ensure correct use;

### **General:**

- To work to the best of ability, to be diligent, honest and ethical in the performance of duties and to conduct personal and professional life in a way which seeks to uphold the Oasis Ethos and the Oasis 9 Habits
- To effectively contribute to our organisational commitment to excellent education at the heart of our communities.
- To be aware of and understand our Equality and Diversity Policy and ensure at all times that the duties of the post are carried out in accordance with the Policy.
- To ensure compliance with all Health and Safety legislation and associated codes of practice and policies.
- Review and develop own professional practice, maintain effectiveness as a member of the academy staff by taking responsibility for own continuing professional development.
- Demonstrate a willingness to engage with further training and other opportunities to gain appropriate skills, knowledge and vocational or academic qualifications.
- Responsible, as a member of staff, for promoting and developing a positive culture and to ensure diversity within the Academy community is recognised and respected.
- Contribute to the development of the Academy's vision, values and aims and to abide by agreed professional behaviours and attitudes.

### **Safeguarding Children**

**Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.**

Other:

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of the Academy and to carry out such other duties as may reasonably be assigned by the Principal. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions, including extra-curricular activities, are fulfilled through direct dialogue with employees, contractors and community members.

The post holder will be subject to performance objectives agreed annually with the relevant body and these objectives will be reviewed annually.

**Signed:**

<b>Employee:</b>		<b>Line Manager:</b>	
<b>Print Name</b>		<b>Print Name</b>	
<b>Date</b>		<b>Date</b>	

## Person Specification – Administrator Receptionist

### Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

### Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the OCL Purpose, Ethos and Values document which accompanies this job description.

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to G.C.S.E level including English and Maths at Grade C or above.</li> </ul>	
<b>Experience, Skills and knowledge</b>	<ul style="list-style-type: none"> <li>An outgoing and welcoming personality</li> <li>Good written and spoken communications skills</li> <li>The ability to stay calm under pressure and consistently meet deadlines.</li> <li>Good organisational and prioritising skills</li> <li>Be discreet and tactful when dealing with sensitive information</li> <li>Be courteous but firm when dealing with difficult customers</li> <li>Self-motivated, Pro-active and able to use initiative.</li> <li>Intermediate to advanced user of Microsoft Office Applications</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using Bromcom database</li> <li>Previous reception and administration experience</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Commitment to safeguarding and promoting the welfare of children and young people.</li> <li>Good team player</li> <li>Flexibility</li> <li>Willingness to undergo appropriate checks, including enhanced DBS checks.</li> <li>Motivation to work with children and young people</li> </ul>	

	<ul style="list-style-type: none"><li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li><li>• Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline</li><li>• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.</li></ul>	
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