

Job Description

Job Title:	School Receptionist & Administrator
Group:	UK Independent Schools
Dept/Project/Service:	St. Andrews
Reports to:	Business Manager
Responsible for:	N/A
Usual office base:	St. Andrews School
Grade:	9

Job Purpose:

To take responsibility for being the first point of contact for school visitors, parents and pupils with a professional, helpful and friendly approach to build relationships with parents, pupils and staff.

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 a busy school office.

Job Objectives:

1. Welcome and sign-in/out all visitors and parents ensuring compliance with the visitors' and site security policies
2. Arrange hospitality for visitors as needed
3. Receive incoming phone calls and queries from parents and stakeholders
4. Resolve queries and questions (liaising with relevant members of the school team for assistance as appropriate)
5. Manage late sign in and early release of pupils

6. Running School registers to ensure they are completed within time frames
7. Delivering messages in a timely manner
8. Have a proactive awareness of school diary events and general scheduling to support parent queries
9. Receive incoming goods/post and forward these to appropriate team members
10. Dealing with ad-hoc queries

Medical

1. Administer first aid to pupils as and when required recording appropriately
2. Administer pupil medication as required in line with School policy and procedure
3. Maintain First Aid supplies; to include ordering, distribution and replenishment of medical boxes/bags as required
4. Manage the first aid requirements and paperwork of pupils with specific medical needs from outset of instruction from the parent and throughout their journey at the school as needed
5. Ensuring contents of medical bags, including all paperwork, is up to date by liaising with parents and school records are updated
6. Sharing information with staff where relevant

Pupil data

1. Maintain pupil database as requested ensuring any compliance is met
2. Collate and maintain the pupil details for going home arrangements including collection arrangements and pupils walking home; ensuring updates are recorded and passed on to relevant staff members

After School Activities and Clubs

1. Ensure all ad-hoc requests and changes are updated on registers and information passed to staff as required, relaying changes to the school administrator as needed

Admissions and Marketing

1. Actively promote the Pre-School and Main School when responding to parent enquires
2. Support the Marketing, Communications and Admissions Officer by taking messages and relaying details of prospective parent enquiries when the MCA Officer is not available

Schools Communications

1. Manage school emails received via the info@st-andrews.rochester.sch.uk email

Schools Events

1. Support school events, including school photos, and assist as required

General administration duties

1. Book teacher appointments in diary
2. Filing; Archiving; Photocopying; Laminating
3. Typing and distribution of general school letters as requested; Production of School Certificates as requested
4. Supporting the school administrator with stationary distribution

Health and Safety

1. Manage the fire register in accordance with School Policy and Procedures

Additional responsibilities

1. First Aider At Work (FAAW)

Scope:

To promote and support the School Aims. To share in the corporate responsibility for the well-being of all pupils. Work as part of the Administration Team promoting good morale. Objectives are indicative of responsibilities but not exhaustive of role requirements and administrators may be called upon to perform other duties that are considered reasonable and commensurate with post

Person Specification:

Knowledge

Essential:

- » GCSE level C or equivalent in English and Maths

Desirable:

- » Qualification in Excel and Word
- » First Aid Qualification

Experience

Essential:

- » Previous experience of working in an office
- » Previous experience of dealing with clients as a front of house operative
- » Good working knowledge of Word and Excel

Desirable:

- » Previous experience of working in a school office
- » Proven knowledge and use of MIS systems

Skills

Essential:

- » Excellent communication skills
- » Meticulous attention to detail when data inputting and ability to check details entered
- » Ability to work in a professional friendly manner
- » Proven ability to manage workload and meet deadlines as given
- » Ability to work in a confidential manner

Competency Band: 4

Key competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence – creating and leading success	Delivering the Vision Understands the vision and their role in the team in delivering excellence	Motivating Others Shows enthusiasm and positivity and recognises the importance of being committed and involved
Integrity – supporting and building trust	Communicating with impact and Integrity Expresses ideas clearly and listens to what others have to say. Asks questions to clarify understanding	Follow through responsibilities Delivers on their responsibilities and can usually be relied upon to do what they say they will do
Accountability – delivering and improving	Developing Self and others Actively pursues learning and self-development, looking for ways to develop their own and others' knowledge and capability	Continually Improving Considers and suggests ideas for improvements to deliver results, sharing this feedback with others in a constructive manner
Collaboration – engaging and partnering	Engaging others to achieve goals Displays enthusiasm around goals, adopting a positive approach when interacting with internal and external stakeholders	Building effective relationships Demonstrates an interest in others and develops a range of contacts outside own team to help get the job done

Job Family: Non-Teaching

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure & Barring Service.

Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.