

"The Quality of Pastoral Care is Outstanding" ISI Inspection Report



JOB DESCRIPTION: RECEPTIONIST/ADMINISTRATOR

Hours: 8.30am – 5.30pm, Full Time, Term Time plus 6 weeks
Salary: The salary will be competitive and commensurate with experience
Reporting to: Office Manager

THE SCHOOL

Bishop Challoner is a highly successful and ambitious school providing a warm and welcoming community where each member is embraced and encouraged to flourish and achieve.

We are committed to providing an environment in which all pupils are challenged to be the best they can be, and one in which pastoral care and wellbeing underpin academic and co-curricular excellence. This rings true in the school's motto - 'Dare to do your best'.

We believe in providing an education for life and we seek to ensure that the learning experience at our school blends the best of tradition with the exciting opportunities provided by developing new skills and aptitude for an ever-changing world. Learning how to learn is a key facet of our education philosophy and is an essential need for the twenty-first century.

We believe that a truly excellent school is about more than academic achievement alone: it is about developing a real passion for learning; a capacity for independent and critical thinking; self-awareness and resilience; self-confidence without arrogance and genuine interests that extend beyond the classroom walls.

At Bishop Challoner we focus on developing the whole person, aiming to ensure that each pupil leaves us ready for the challenges of life at university or the world of work, and understanding their responsibilities towards others. We want our pupils to leave Bishop Challoner well equipped to engage positively with a rapidly changing world as accomplished problem solvers and confident individuals with a clear appreciation of and respect for the views and potential of others.

JOB PURPOSE AND RESPONSIBILITIES

- To lead on the provision of a telephonist service to the whole school, acting as first point of contact for telephone calls and providing an efficient service, ensuring that telephone cover is maintained, messages are delivered, and enquiries dealt with appropriately
- To ensure the school answerphone messages are checked on a regular basis
- To be the first point of contact on Reception for parents, visitors and pupils to the school, assisting them with their enquiries as appropriate in a professional, calm, respectful and polite manner
- Follow safeguarding procedures for signing in visitors, issue passes, checking DBS, alerting staff to the arrival of a visitor, monitoring the collection of the visitor and the signing out process
- To ensure afternoon registers are completed promptly; following up on any blank or 'N' entries and ensuring all pupils are accounted for
- Ensure pupils use signing in/out system appropriately (on arrival and departure from school in the school day) and these movements are logged on SIMS
- Initiate the 'Missing Pupil process' when necessary
- To ensure the reception area is maintained to a high standard and is presentable at all times
- Manage the 'Office' email account inbox

- To create and produce the weekly 'Challoner News' and distribute to all relevant stakeholders; proactively seeking articles from staff on a weekly basis.
- Collating and booking parents' evening appointment slots when required
- Adding all pupils and SCR staff and visitors to the InVentry signing in system
- Filing and monitoring documentation for Universal Trip Consent forms and GDPR Consent forms
- Offer first aid care; acting as a first point of contact for all pupils. Phoning parents/carers to ask them to collect their child, and if more serious injury or illness, telephone for ambulance

GENERAL DUTIES

- Managing the display screen in reception to keep it up to date and relevant
- Preparing certificates for Prep and Pre-Prep School
- Printing weekly letters and adding them to the ParentMail folder
- To order flowers as directed and when required
- To maintain existing confidential filing and other administrative systems and contribute to the review and development of new systems as necessary
- Keeping records of accidents in school and summarising incidents in a spreadsheet for the Health and Safety Committee
- Managing lost property; contacting tutors with named items and keeping a record of unnamed items for an appropriate period of time before donating to the PTA
- To keep up-to-date with and assist with forthcoming events
- Provide administrative services as required and directed by the Office Manager
- Chasing annual staff documentation returns (e.g. Staff Code of Conduct)
- To provide an administrative support for all public events
- Be mindful of appropriate conversation in the office
- Actively seek to implement and comply with the School's Safeguarding policies and procedures and to demonstrate a commitment to the safety and welfare of children
- Actively seek to keep up to date and to maintain a detailed knowledge of school policies and procedures, and undertake any training when required
- Liaise, either verbally or in writing with parents and other external organisations on issues in connection with the priorities or efficient business of the school
- Actively seek to implement the School's Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the Health and Safety of both themselves and others when carrying out their duties. Informing the Bursar of any concerns regarding Health & Safety and safe working practices.
- Undertake any other duties that may reasonably be requested by the Senior Leadership Team.

The above job description is subject to annual review and may be changed in line with the school's needs, following consultation with the post holder

PERSON SPECIFICATION

The successful candidate will:

- Be organised and able to prioritise and multi-task
- Have a smart and professional yet friendly appearance and approach
- Have high expectations and standards
- Be able to remain calm under pressure
- Have an excellent attendance record
- Have a sense of humour and be enthusiastic
- Be flexible and a good team player