

JOB DESCRIPTION

JOB TITLE:	Office Assistant/Receptionist
RESPONSIBLE TO:	School Business Manager
LOCATION:	Fleetdown Primary Academy
HOURS:	37 hours per week, 39 weeks per year

PURPOSE OF THE POST

To assist as a member of the administrative team in providing efficient, comprehensive administrative support to the school.

To act as the point of contact for all school enquiries either by telephone, email or face to face, and to maintain the smooth and efficient running of the reception area.

To work collaboratively with all staff and parents in order to support pupil wellbeing.

To liaise, with tact and diplomacy with school staff and others outside the school, particularly parents, professional agencies and the local community.

MAIN DUTIES

Organisation

1. To undertake routine clerical and administrative support duties on behalf of the Leadership Team, and individual members of staff in relation to the organisation of school activities.
2. To receive visitors to the school and to communicate with courtesy and clarity to all staff, pupils, parents, carers, visitors, outside agencies and the wider community, including answering general telephone and face to face enquiries.

Administrative

3. To provide general clerical and administrative support, for example, photocopying, filing, answering the telephone, faxing, and completing standard forms, receiving forms for in year applications, dealing with outside agencies and responding to routine correspondence.
4. To produce lists, for example class lists, and collate paperwork for pupil reports.

5. Deal with requests from the Local Authority in relation to roll numbers.
6. Ensure all Cool Milk and fruit administration is maintained and accurate.
7. To send out correspondence to parents and staff using Parentmail.
8. To upload all letters onto the school website, and maintain a 'working' file in the main school office.

Receptionist

9. To meet and greet pupils, parents and other visitors to the school with a high degree of professionalism and diplomacy.
10. Answer the doorbell when the main gate is closed and accompany stakeholders onto the premises.
11. To answer telephone calls in a professional and timely manner.
12. To retrieve, deliver and update telephone messages.
13. To assist with the pupil registration process, issue pupil passes, and maintain accurate records of pupils leaving school during the school day.
14. To maintain accurate records of the arrival and departure of all school visitors.
15. To utilise technology to ensure effective communication with staff, parents and other groups.
16. To maintain the school diary and office email system. Collate information for weekly briefing.
17. Issue and chase, if necessary, letting paperwork in a timely manner so that invoices can be issued before the letting date.
18. To provide general administrative services to pupils, staff and other groups.
19. To ensure the reception area is kept tidy, informative and welcoming to visitors at all times.

Other Duties

20. To undertake all duties as required, that is consistent with the objectives and/or duties of the post.
21. Administer medicines to pupils as appropriate; maintain pupil medication records, in order to adhere to strictly laid down procedures.
22. To support your colleagues and School Business Manager when required.

23. To undertake specific projects or temporary duties as required from time to time.

24. To attend and participate in relevant meetings when required.

Personal responsibilities

- To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- To promote the safeguarding of children.
- To take care for their own and other people's Health & Safety.
- To use initiative in time management to organise own workload to meet deadlines.
- To contribute to the overall ethos, work and aims of the school.
- To undertake training and professional development as appropriate.
- To undertake other duties appropriate to the post that may reasonably be required.
- To be aware of and follow policy on confidentiality and data protection.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks. The postholder may be required to do other duties appropriate to the level of the role. ***This job description may be subject to amendment or modification at any time in consultation with the post holder.***

PERSON SPECIFICATION

	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> • Proven administration experience • Previous experience of reception work or working in a customer service role
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to provide a high level of customer service • Ability to deal calmly, tactfully and effectively a range of people • Ability to convey information clearly and accurately orally and in writing to a range of people • Ability to work in an organised and methodical manner • Ability to take personal responsibility for organising day to day workload • Ability to work effectively and supportively as a member of the school team • Able to use own initiative to solve problems and respond proactively to unexpected situations
KNOWLEDGE	<ul style="list-style-type: none"> • Demonstrate a basic understanding of the work of a school • Knowledge of a range of computer applications – including Word / Excel / Powerpoint / Outlook • Demonstrate an understanding of confidentiality and child protection issues in a school setting

Agreed by Postholder:

Date: