

JOB DESCRIPTION

School Receptionist/Administrator

Job Title:	School Receptionist/Administrator
School Phase:	Secondary
Reporting to:	This post holder reports to the Student Services Manager
Reporting Lines:	This post holder will have not have any direct reports
Grade:	Academy Range 4
Hours:	Term time plus two weeks (inc. 5 INSET days) 22.5 hours a week 8am to 12.30pm, Monday - Friday

Role Purpose

- The Receptionist administrator will be responsible for presenting a high standard of care in welcoming visitors to the school.
- They will maintain a welcoming environment, for visitors, staff and pupils.
- They will assist with high standards of communication between stakeholders.
- To ensure that Turner Schools are places where children thrive and knowledge matters by upholding and modelling The Trust's values in all aspects of the role;
- To promote a community of learners with purpose and passion while modelling the of Turner Schools "Walk The Turner Talk" values in all aspects of the role.

Main Areas of Responsibility

The post holder will be responsible for:

- Greeting visitors according to the Turner Schools protocol, acting as a positive and welcoming representative of the school to all visiting stakeholders.
- Ensuring that the Reception area and admin office are well presented and conducive to a working environment, keeping the notice board up to date, having a system for frequently shared documents with parents up to date (letters home/forms), keeping a full supply of safeguarding leaflets.
- Answering the telephone and being proactive in responding to the call – forwarding appropriately or dealing with proactively as appropriate.
- Receiving deliveries and alerting the recipient to its arrival.
- Ensuring the admin cupboard is tidy, purposeful and fully stocked.
- Ensuring the Firebox has the necessary content on a daily basis. Printing the fire register daily after the first register of the day.
- Setting up the community leaders to enable them to complete their classwork while supporting the school delivering messages; overseeing the community leaders duty rota.
- Assisting with first aid provision, training as a first aider and administering first aid and medication when required.

- Gaining a generic understanding of all other roles within the administration team and providing cover where necessary
- Assisting the attendance department by maintaining accurate records of students arriving and leaving school.
- Monitoring the photocopiers, calling on maintenance where needed, ensuring paper is in good supply.
- Assisting at events as required – this may include evening events and events during school holidays.
- Any other appropriate administrative tasks that the line manager or head of school delegates.

Other Duties:

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace

Experience and knowledge required of the post holder

The post holder must have:

- Excellent people skills, being able to respond appropriately to diverse and sometimes challenging situations.
- Capacity to respond calmly and sensitively under pressure.
- High level of communication skills.
- High level of literacy skills, preferably to 'A' level standard.
- High level of IT skills with knowledge of Bromcom or Google Suite an advantage.
- Experience of working in a school, with a knowledge of school-based systems would be preferable although is not a requirement.

Personal Qualities and Attributes:

This position requires the following personal qualities and attributes:

- Ability and willingness to contribute towards the Trust's vision and ethos;
- Determination to improve standards and outcomes in non-selective education on the south-east Kent coast;
- Interest in playing a part, through education, in the re-generation of Folkestone;
- High ethical standards;
- Strong interpersonal, written and oral communication skills;
- Motivation to improve standards and achieve excellence;
- Ability to demonstrate honesty and integrity;
- Excellent organisational skills;
- Ability to communicate effectively, professionally and in a friendly manner with staff, pupils and parents and external agencies;
- To be an ambassador for the Academies and the Trust in dealing with external persons;
- To enjoy helping others and be able to resolve any issues in a professional, calm and measured manner;
- To be highly motivated and to have a flexible approach towards work and working hours.



All job descriptions may, following consultation with you, be subject to change to reflect or anticipate changes in the job, which are commensurate with the salary and job title.

Employees are expected to comply with any reasonable request from the Principal or the Senior Leadership Team to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

Turner Schools will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Turner Expectations

Turner staff will 'Walk the Turner Talk'. They will:

- **Speak and act with care:** Always show compassion and respect for children.
- **Act boldly:** Be ambitious for yourself and the children and young people we serve.
- **Learn from adversity:** Be evaluative, thoughtful and reflective.
- **Challenge convention:** Be curious, welcome difference and unfamiliar thinking.
- **Connect with others:** Support colleagues, parents and pupils to make a great team.
- **Use your voice:** Offer different views and ask questions.
- **Do what it takes:** Be relentless in pursuing the best for children.
- **Ask for support:** Be open and honest when plans go awry.
- **Don't give up:** Be calm, resilient and measured when managing challenges.

Acceptance:

I confirm that I have received and understand the job description, which is a supplement to the subject specific teaching job description, both of which may be changed to reflect or anticipate changes in the job, which are commensurate with the salary and job title:

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....