

JOB DESCRIPTION

JOB TITLE: Administration Assistant/Receptionist

RESPONSIBLE TO: School Business Manager

LOCATION: Oakfield Primary Academy

SALARY GRADE: Kent Range 4

HOURS: 35 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 ROLES AND RESPONSIBILITIES

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Organisation	<ul style="list-style-type: none"> • 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. • 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	<ul style="list-style-type: none"> • To provide general clerical and administrative support, for example, photocopying, filing, answering the telephone, scanning and completing standard forms, receiving forms for in year applications, dealing with outside agencies and responding to routine correspondence.

	<ul style="list-style-type: none"> • Respond to parents and carers queries in terms of school dinner pre-booking issues and dinner debt collecting using the Relish system. • Ensure all Cool Milk and fruit administration is maintained and accurate. • To send out correspondence to parents and staff using Parentmail and other communication methods and maintain a 'working' file in the main school office. • Process FSM procedures for eligible and no longer eligible children.
<p>Receptionist</p>	<ul style="list-style-type: none"> • To meet and greet pupils, parents and other visitors to the school with a high degree of professionalism and diplomacy. • Answer the doorbell when the main gate is closed and accompany stakeholders onto the premises. • To answer telephone calls in a professional and timely manner. • To retrieve, deliver and update telephone messages. • To assist with the pupil registration process, issue pupil passes, and maintain accurate records of pupils leaving school during the school day. • To maintain accurate records of the arrival and departure of all school visitors. • To utilise technology to ensure effective communication with staff, parents and other groups. • To maintain the school diary and office email system. Collate information for weekly briefing. • To provide general administrative services to pupils, staff and other groups. • To ensure the reception area is kept tidy, informative and welcoming to visitors at all times.

<p>Other Duties</p>	<ul style="list-style-type: none"> • To undertake all duties as required, that is consistent with the objectives and/or duties of the post. • To support your colleagues and School Business Manager when required. • To undertake specific projects or temporary duties as required from time to time eg. Fixed asset register and requests for leave/staff absence. • To attend and participate in relevant meetings when required
<p>Personal Responsibilities</p>	<ul style="list-style-type: none"> • 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.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. The job description will be reviewed from time to time to reflect the changes needs and circumstances of the school. Such reviews and any consequential changes will be carried out in consultation with the post holder.

The Golden Thread Alliance is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. The duties above are neither exclusive, nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.

Postholder's signature: _____

Postholder's name: _____

Date: _____

PERSON SPECIFICATION

CRITERIA	QUALITIES
Experience	<ul style="list-style-type: none"> • Proven administration experience • Previous experience of reception work or working in a customer service role
Skills and knowledge	<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 • 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

Postholder's signature: _____

Postholder's name: _____

Date: _____