



RECEPTIONIST/OFFICE  
ADMINISTRATOR  
THE LENHAM SCHOOL



<b>JOB DESCRIPTION</b>	
<b>Job Title</b>	<b>Receptionist/Office Administrator</b>
<b>Grade</b>	<b>VIAT 4 £25,201 - £26,256 (pro-rata to £21,027 - £21,907)</b>
<b>School / Department</b>	<b>Secondary</b>
<b>Base</b>	<b>The Lenham School</b>
<b>Hours</b>	<b>37 hours per week, term time only, 190 days, 8am – 4pm. A job share will be considered.</b>
<b>Reports to</b>	<b>Office Manager</b>
<b>Accountable to</b>	<b>Headteacher</b>

## Job Summary

The School Receptionist/Administrator is the first point of call for visitors to the school, parents, staff and children and supports the administration of the SEND department. As the 'face' of the school the Receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same within the secondary school setting.

## Key Working Relationships

- **Headteacher**
- **Office Manager**
- **SENCo**
- **All Staff**
- **Parents**
- **Students**

## Key Responsibilities

### a) **Main Duties**

- Act as first point of contact for all visitors to the school and ensure that they are dealt with in a professional manner and in line with the school's agreed procedures and safeguarding policy.
- Operate the entry intercom and ensure that all visitors (including contractors) and students arriving late or leaving early comply with school signing in procedures.
- Maintenance of Reception ensuring area is kept in a clean and tidy fashion.
- Operate switchboard and take messages, deal with routine enquiries and re-route to appropriate member of staff.
- Pass items brought in by parents to Personal Development Centre.
- Check and sign for deliveries to the school. Sort incoming post and distribute as necessary. Maintain log for receipt of examination papers and log certificates issued to ex-students.
- Welcome and direct supply staff, ensuring they have necessary ID and paperwork for the day.
- Use Outlook to book meetings for staff/visitors.
- Manage the school office email account.
- Support the Office Manager and SENCo with general administration as required.
- Support the SEND department with the Annual review and Records of Outcomes processes.
- Support the SEND department with data upload and administration.

- Attend and participate in relevant meetings as required.
- Carry out any duties commensurate with grade as directed by the Office Manager, SENCo, Headteacher or VIAT Executive Management Team.

**b) Support for the Trust**

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to the relevant lead.
- To contribute to overall ethos, work and mission statement of the Trust.
- To undertake broadly similar duties commensurate with the level of the post as required by the Headteacher/Trust Management Group.
- Participate in the school's appraisal process.
- Participate in training/learning activities/performance development as required.

**c) Safeguarding**

- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

**d) Equality and Diversity**

- The Trust is committed to valuing diversity in employment, service delivery practices and its general environment. An expectation of all leadership posts within the Trust is that each individual will take responsibility for promoting inclusive and accessible service provision, staff development and a culture that values and respects difference.

## Statement

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

## PERSON SPECIFICATION

AREA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Recognised appropriate qualifications. A commitment to continuing personal professional development.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working in an office.</li> <li>Multitasking and working flexibly.</li> <li>Experience of working with people.</li> <li>Demonstrable experience of working with systems and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using SIMS or similar database.</li> <li>Experience of working in a school.</li> </ul>
<b>Knowledge</b>	Knowledge and awareness of current customer service principles and practice.	<ul style="list-style-type: none"> <li>Awareness of and enthusiasm for VIAT education standards.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>A good level of computer skills. Familiarity with Microsoft applications, including: word, excel, Outlook and have internet skills.</li> <li>Excellent organisational skills and ability to prioritise workload.</li> <li>Excellent interpersonal and communication skills, in person, telephone and written.</li> <li>Ability to work independently and as part of a team.</li> </ul> <p>Excellent Customer Service Skills, with the ability to use discretion, patience, tact and respect for confidentiality.</p>	
<b>Attributes</b>	<ul style="list-style-type: none"> <li>The ability to communicate effectively with a wide range of people, including children, staff, parents, governors &amp; external agencies and maintain full confidentiality at all times.</li> <li>Flexibility, initiative and the ability to maintain a positive approach whilst working under pressure.</li> <li>A warm and welcoming manner.</li> <li>The ability to manage self &amp; time well.</li> <li>A positive approach to self-improvement.</li> <li>Ability to give advice and instruction in a helpful and professional manner.</li> <li>Helpful, caring, positive and informative.</li> <li>Able to work as part of a team.</li> </ul>	