

Model Job Description: Receptionist, Attendance and Website Admin support.

School: Otford Primary School

Grade: Kent Range 4

Responsible to: Headteacher

Job Purpose:

To provide an efficient reception service to support the smooth operation of the school. To assist with the efficient running of the school website and attendance systems.

Key duties and responsibilities:

1. Provide an efficient and professional reception service - greeting visitors, staff and pupils and ensure they sign in / out in accordance with school procedures.
2. Answer enquiries received in person / by phone or via emails - responding to queries / relaying messages and acting on instructions as needed and referring on where appropriate
3. Ensure monies received for dinner / clubs / trips are recorded and passed to the relevant person. To liaise with parents about outstanding monies
4. Prepare registers and update records (eg for school dinners / free school meals / milk lists / breakfast club) and ensure information is shared as required with providers such as Independent Catering
5. Prepare and distribute routine home / school correspondence for approval by Headteacher
6. Assist with the organisation of school trips / clubs / swimming - ensuring all required records and permission slips are available to the group leader
7. Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required

8. Maintain school diary and arrange meetings / room bookings / visits from external agencies as required such as the school Nurse/Photographer.
9. Undertake a range of administrative tasks to support the efficient operation of the school - including word processing / data entry / filing and the management of pupil platforms such as CAT tests and Times table rockstars
10. Manage the attendance of pupils within the school, in conjunction with the Headteacher, ensuring that records are accurate and up to date, communicating with agencies and parents as required.
11. Undertake role of admissions officer to maximise numbers within the school, ensuring that all prospective parents and children are dealt with promptly and efficiently and numbers in the school are maintained.
12. Provide the Headteacher and others as requested information and progress reports regarding status of individual students and cases
13. Ensure that the school website, in conjunction with the Headteacher, remains compliant at all times and is an accessible source of information for all visitors and parents.
14. Produce weekly newsletters for parents and visitors
15. Maintain student information on the schools management information system, ensuring all details are up to date to aid accurate reporting and returns as appropriate. Complete daily fire registers, first day absence management and In Touch communications. Accurately recording lates and noting reasons why
16. Complete Statutory returns in conjunction with the Headteacher in a timely manner such as Census
17. Oversee Pupil Premium eligibility for children in school providing WONDE/vouchers as necessary in line with timeframes

In addition all members of the school community are expected to:

- Display a commitment to child protection and safeguarding. Report to the headteacher any behaviour by colleagues, parents and children which raises concern.
- Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Person Specification: Receptionist

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	NVQ Level 2 or equivalent
EXPERIENCE	Proven administration experience

	<p>Previous experience of reception work or working in a customer service role</p>
<p>SKILLS AND ABILITIES</p>	<p>Ability to provide a high level of customer service</p> <p>Ability to deal calmly, tactfully and effectively a range of people</p> <p>Ability to convey information clearly and accurately orally and in writing to a range of people</p> <p>Ability to work in an organised and methodical manner</p> <p>Ability to take personal responsibility for organising day to day workload</p> <p>Ability to work effectively and supportively as a member of the school team</p> <p>Able to use own initiative to solve problems and respond proactively to unexpected situations.</p>
<p>KNOWLEDGE</p>	<p>Demonstrate a basic understanding of the work of a school</p> <p>Knowledge of a range of computer applications - including work Word / Excel / Powerpoint / Outlook</p> <p>Demonstrate an understanding of confidentiality and child protection issues in a school setting</p>

