Whitstable & Seasalter Endowed
Church of England (Aided) Junior School
High Street, Whitstable, Kent CT5 1AY
Tel: 01227 273630
Headteacher: Ellen Taylor ELM MSc | BA Ed (Hons)
headteacher@whitstable-endowed.kent.sch.uk

RECEPTIONIST & ATTENDANCE ASSISTANT

Grade: Kent Scheme A

Responsible to: School Business Leader and Office Manager

Purpose of the Job:

To provide an efficient reception service to support the smooth operation of the school. To support and assist other key staff as directed.

Key Duties and Responsibilities

1. Be the first point of contact at the school to provide an efficient, friendly and professional reception service - greeting visitors, parents, governors staff and pupils and ensure they all sign in / out in accordance with school safeguarding and H&S procedures. Monitor visitors coming to the school including deliveries and monitoring of CCTV cameras and gates.

2. Answer enquiries received in person by phone or via emails. Respond to queries and relay messages to appropriate staff and act on instructions as needed and referring on where appropriate. Check answerphone messages daily and pass on as required.

3. Ensure any cash received for school dinners, clubs, trips etc is recorded and passed to the relevant person. To assist the Office Manager and Business Leader in liaising with parents about outstanding payments. Assist with termly banking of cash at the Post Office.

4. Prepare registers and update records for school dinners, free school meals, fruit tuck and ensure information is shared as required.

5. Prepare and distribute routine correspondence and messages, for approval by Headteacher, in liaison with the Office Manager.

6. Assist the Office Manager with the organisation of school trips and clubs – ensuring all required records and permissions are available to the group leader.

7. Record and post all outgoing mail and receive, open and distribute all incoming mail and recording of deliveries. Track circulation of correspondence in school as required. Follow up as necessary on any emails that need action including chasing relevant staff.

8. Assist the Office Manager in the keeping the school diary up to date, including room bookings and visits from external agencies as required and to forward think and assist in the planning of regular school activities and events.

9. Undertake a range of administrative tasks to support the efficient operation of the school – including word processing, data entry, updating of Excel spreadsheets, filing, photocopying, printing, laminating, signage.

10. To be the first point of contact for pupils coming to the office and assist them with their enquiries, including phone calls home and administering basic first aid (training will be provided if required).

11. Check and record absence messages and send daily absence list to all staff. Assist the Family Liaison Officer and Headteacher with daily attendance duties, including phone calls home, where necessary, and the production of statutory letters in line with the School Attendance Policy.

12. Comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and GDPR, reporting all concerns to an appropriate person.

OTHER RESPONSIBILITIES

Above all you need to like children, to want the very best for them and be prepared to put their needs first. Children are at the heart of our school and your job role. You must be able to demonstrate that you understand the importance of educating the whole child within a nurturing school setting. To maintain the highest standards of confidentiality at all times. Any other task – as requested by your line manager and which shall be deemed to fall within the general boundaries of this post.

	CRITERIA
QUALIFICATIONS	NVQ Level 2 or equivalent Maths and English GCSE at minimum grade 4 (old grade C)
EXPERIENCE	Proven administration experience, ideally in an education setting. Previous experience of reception work or working in a customer service role.
SKILLS AND ABILITIES	Ability to provide a high level of confident and friendly, customer service to pupils and adults, both face to face and by telephone and email. Ability to deal calmly, tactfully, professionally and effectively with a range of different people both face to face, by telephone and email. Ability to convey information clearly and accurately, orally and in writing to a range of people, having excellent use of grammar, spelling and presentation.

	Ability to work in an organised and methodical manner, paying attention to the small details. Ability to take personal responsibility for organising your day to day workload. Ability to work effectively and supportively as a member of the school admin and wider school team. Able to use own initiative to solve problems and respond proactively to unexpected situations. Have a keen eye for detail, with a can-do attitude offering solutions to problems and suggestions for improvement. Understand the importance of confidentiality and professionalism in a school setting. The ability to seek out help, assistance and assurance if required
KNOWLEDGE	Demonstrate a basic understanding of the work of a school, including up to date knowledge on DfE and LA school attendance regulations and requirements. Knowledge of a range of computer applications – including Word, Excel, Powerpoint, Outlook, Microsoft Teams and a data -based Management Information System (MIS). Knowledge of a VOIP telephone system Demonstrate a clear understanding of what confidentiality in a school looks like and child protection procedures in a school setting Knowledge of basic workplace H&S