

Fortis Trust – Job Description

POST TITLE

Receptionist/Administration Assistant

RESPONSIBLE TO

Principal
Business Manager

PURPOSE OF JOB

To provide an efficient reception service to support the smooth operation of the academy.

1. DUTIES AND RESPONSIBILITIES

- 1.1 To provide an efficient and professional reception service – greeting visitors, staff and students and ensure they sign in/out in accordance with academy procedures.
- 1.2 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.
- 1.3 Prepare and distribute home/academy general correspondence for approval and then dispatch by post or email.
- 1.4 Open, sort and distribute incoming mail and ensure outgoing mail is franked and dispatched.
- 1.5 Maintain photocopier supplies and organise maintenance when necessary.
- 1.6 Maintain stationery supplies and storage.
- 1.7 Update student records/management information system where necessary.
- 1.8 Undertake a range of administrative tasks to support the efficient operation of the academy office when necessary.
- 1.9 Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

2. RELATIONSHIPS

- 2.1 To establish strong positive working relationships with other members of the Administration Team.
- 2.2 Build positive relationships with all members of the Academy and Trust community, maintaining a positive attitude.
- 2.3 To promote and foster good relationships and effective liaison with parents.
- 2.4 To promote and foster good relationships and effective liaison with other Fortis Trust Staff.
- 2.5 To promote good relationships and effective liaison with all appropriate external agency professionals involved with the Trust.
- 2.6 To promote goodwill and positive public relations with individuals and groups in the local area and the wider community.
- 2.7 The post holder is responsible to Office Manager for their duties, responsibilities and tasks.

3. OTHER RESPONSIBILITIES

- 3.1 To undertake any administration and general office duties, including filing, photocopying, maintenance of both paper and electronic filing and record systems and other administrative support to assist in the efficient operation of the academy.
- 3.2 To be a key member of the Administration Team and attend relevant meetings.
- 3.3 To ensure the effective communication of Bradfield's Philosophy, Aims and Policies to staff, students and outside agencies.
- 3.4 To carry out any other 'reasonable' duties as designated by the Principal.
- 3.5 To carry out duties as contained in your Fortis Trust contract.

This job description may be amended at any time in consultation with the post holder and will be reviewed annually.

The key tasks listed above are only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendment to take account of changing circumstances. Any changes will be made following discussion with the post holder.

Fortis Trust – Person Specification
POST TITLE - Receptionist/Administration Assistant

KEY CRITERIA	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working within a reception/customer facing environment • Administrative experience • Computer literate, particularly in use of Microsoft Office • Understanding of Data Protection and Confidentiality 	<ul style="list-style-type: none"> • Experience of data management, preferably Arbor in an education setting
Qualifications	<ul style="list-style-type: none"> • GCSE's or equivalent in English and Mathematics at grade C or above 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent interpersonal skills and ability to work within professional boundaries and relate well with visitors, students and staff • Ability to work with due regard to confidentiality, data protection and safeguarding at all times • Good organisational skills • Ability to follow set procedures and use own initiative in a busy environment • A positive role model of professional practice and conduct of others 	
Attributes & Attitudes	<ul style="list-style-type: none"> • Punctual and reliable • Flexible approach, including a sense of humour and positive attitude toward work • Calm, tactful and collaborative manner • Trustworthy and discreet for confidentiality • A team player who is enthusiastic and willing to work with others 	
Equality, diversity and inclusion	<ul style="list-style-type: none"> • Knowledge, understanding and commitment to equality, diversity and inclusion formed by practical experience and application 	
Safeguarding	<ul style="list-style-type: none"> • Knowledge, understanding and commitment to safeguarding and promoting the welfare of students • Ability to form and maintain appropriate relationships and personal boundaries with students 	