



RECEPTIONIST/OFFICE ADMINISTRATOR
VALLEY INVICTA PRIMARY SCHOOL AT
AYLESFORD



JOB DESCRIPTION	
Job Title	Receptionist
Grade	VIAT 2
School / Department	Valley Invicta Primary School at Aylesford
Base	
Hours	29.5
Reports to	Office Manager
Accountable to	Headteacher

Job Summary

The School Receptionist/Administrator is the first point of call for visitors to the school, parents, staff and children. 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 primary school setting.

Key Working Relationships

- Headteacher
- Trust Executive Group
- School Improvement Director
- Support staff
- Students
- Parents
- Visitors

Key Responsibilities

a) Joint Main Duties

- Act as first point of contact for all parents and other visitors to the school and ensure that they are dealt with in a professional manner and in line with the school's agreed safeguarding policy.
- Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Ensure all visitors sign in/out at reception and comply with school procedures.
- Ensure that all visitors (including contractors) and pupils 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.
- Monitor office email, respond where necessary or forward to relevant person.
- Ensure items brought in by parents reach students.
- Check and sign for deliveries to the school. Sort incoming post and distribute as necessary.

- Welcome and direct supply staff, ensuring they have necessary paperwork for the day.
- Support the Headteacher with production of whole school mail shots, reports etc. Send correspondence to parents using Schoolcomms system. Generate SIMs reports, labels and letters.
- Provide a reprographic service for the school staff.
- Be willing, once trained, to administer first aid and oversee medication taken by pupils.
- Collate daily meal numbers and notify catering department. Edit meal patters/ad hoc meals in respect of themed lunches, parent lunches and Christmas dinner.
- Organise pupil medicals in line with school procedures.
- Maintain adequate stock levels of office stationery and re-order consumable as required.
- Collect and deliver errands to all classes around the school as required.
- Maintain register of Photographic Permission Forms and list of those children not to be exposed to media.
- Assist in maintaining the school club's register.
- Administer swimming arrangements for pupils.
- Record all monies handed in at reception.
- Participate in the Trust's appraisal process.
- Participate in training/learning activities/performance development as required.
- Attend and participate in relevant meetings as required.
- Carry out any duties commensurate with grade as directed by the Headteacher or VIAT Executive Management Team.

Attendance:

- Input any paper registers provided by the class teacher on SIMS
- Record reasons for absence from parents. Validate/query continued absences.
- Send first response text to prime contacts who have failed to provide a reason for absence.
- Send second request 'safeguarding' text to prime and secondary contacts if required. Raise priority to FLO/Safeguarding leads if necessary.

Safeguarding

As a VIAT employee you will commit to safeguarding and promoting the welfare of children and young people.

Equality and diversity

The Trust expects every employee to take responsibility for promoting a culture that values and respects difference.

Statement

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

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