

DESCRIPTION – BUSINESS SUPPORT ASSISTANT – RECEPTION

Job details

Grade: Admin/Support KSA

Reporting to: Senior Business Support to the Headteacher and Events and Marketing Manager

MAIN PURPOSE

To work as part of the Business Support team, with specific responsibility to run an efficient reception service to support the smooth operation of the school.

DUTIES AND RESPONSIBILITIES

1. Provide an efficient and professional reception service - greeting visitors, staff and students and ensure they sign in / out in accordance with school procedures.
2. Verify identification of visitors attending school from multi-agencies, for example, KCC and Police.
3. 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.
4. Manage and monitor main school email account. Acknowledge all received emails in a timely manner and ensure appropriate follow-up whilst adhering to our safeguarding requirements when dealing with sensitive information.
5. Receive, and post all outgoing mail, working with the finance team to ensure a good supply of stamps. Receive / open and distribute all incoming mail and deliveries.
6. Maintain school corporate meeting room diaries and arrange meetings / visits from external agencies as required.
7. Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry/databases / filing / online form building.

8. Ensure the School's Free School Meals student list is: up to date, including on the BromCom database; consistent with the KCC list; and circulated regularly in School as required (e.g., Finance Department, School Canteen)
9. Produce breakdown of student Free School Meals list per year group and whole school for School Data Manager on a termly basis for data and school census reporting purposes.
10. Ensure reception area and waiting room is kept tidy and presentable at all times, including ensuring all marketing material on display is current. All sensitive information to be stored securely and not on display.
11. To effectively manage and administer the school car park rota, ensuring fair and transparent allocation of parking spaces. This includes assigning spaces to new staff members, maintaining accurate and up-to-date records, and communicating allocations to all staff on a termly basis. The role also involves liaising with HR to monitor long-term staff absences, enabling temporary reallocation of spaces where appropriate, while ensuring that permanent spaces are assigned fairly as they become available.
12. To be responsible for booking school minibuses and to ensure that protocols are being followed. This includes ensuring MOT and service history is current and up to date.
13. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
14. Work as part of the wider school Business Support Team, carrying out administrative duties as required.

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

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