

Saint George's Church of England School

Role Profile	Administration Officer – Reception
Reports To	CEO PA
Grade	Kent Range 3
Job Purpose	Provide a comprehensive reception and administration service for the school.
Accountabilities	<p>The post holder will be expected to undertake the following broad accountabilities:-</p> <ul style="list-style-type: none"> • Provide an efficient and professional reception service – greet visitors and staff and ensure that they sign in/out in accordance with school procedures. • Operate a 'help desk' by answering and responding to all incoming telephone calls and personal enquiries, relaying messages and acting on instructions as needed, referring on where appropriate. • Collect and record/receipt monetary payments and ensure they are given to the Finance Officer. • Monitor day to day attendance, supporting the Families Officer. • Coordinate the post for a range of staff by filling envelopes, addressing and posting letters. Record and post all outgoing mail and receive/distribute all incoming mail and deliveries. Track circulation of correspondence in school as required. • Record and distribute student bus passes. • Maintain school diaries and arrange meetings/room bookings as required. • Respond to queries from teaching staff on a range of issues (e.g. whereabouts of students and staff, timetables, student details) in support of the smooth running of the school. • Provide a wide range of clerical and administrative support, as required, to teachers, for example tutor notices, school trips, making appointments for parents, preparation of standard letters in support of the administration function of the school. • Support the school office function in other tasks to ensure the smooth running of the school. • Log and dispatch homework for excluded students. • Place stationery orders. • Update news/information posts on the school website.
Knowledge and Skills	<p>The post holder should possess the following knowledge and skills:</p> <ul style="list-style-type: none"> • Educated to NVQ2 or equivalent • A strong knowledge of SIMS is essential • Good communication skills, both written and verbal to deal with all visitors to the school, parents, staff and pupils and for dealing with telephone calls • Tact and diplomacy to deal with a range of situations • Ability to remain calm under pressure • Good ICT skills

	<ul style="list-style-type: none"> • Ability to prepare routine correspondence • Previous experience in a similar role • Experience of working in a school environment • Ability to work as part of a team
Personal Qualities	<p>The post holder should possess the following personal qualities:</p> <ul style="list-style-type: none"> • A flexible approach • Ability to build and sustain effective working relationships • Ability to demonstrate enthusiasm and sensitivity while working with others • Ability to make considered decisions. • Be encouraging and supportive in the development of others • Be emotionally self-aware. • Demonstrate a high level of integrity, honesty and fairness • Have high personal aspirations and inspire the same in all members of the school community • Humour, warmth and energy • Organisational awareness/service orientation • Readiness to reflect on, evaluate and improve practice