

Professional Standards for Support Staff at

New Ash Green Primary School

**Receptionist/Administration Assistant**

**Professional Standards for Support Staff**

At New Ash Green Primary School, we are committed to creating a learning community in which children are perseverant, resilient and risk takers who take responsibility for their learning and develop their critical, creative and social abilities fully.

We believe that children learn best when learning is: exciting, challenging, creative, collaborative, practical, reflective, and meaningful. Learning inspires children to ask questions and to wonder. It provides them with memorable experiences. It develops in them with the skills of communication, collaboration, critical thinking, social responsibility, problem solving and reflection. Our school has the highest of expectations of our learners and builds on experiences and always be purposeful and relevant.

In partnership with parents, carers and the wider community, we aim to achieve this vision and to deliver the very best education for our children.

Support Staff at New Ash Green Primary School will:

* embed a shared understanding of expectations for learning and teaching ensuring consistency across the school.
* ensure the consistent and accelerated progress for all children.
* promote the values of the school.
* contribute to the effective delivery of appraisal within the school.

**Our school’s values are:**

* **Be curious**
* **Have a go**
* **Concentrate**
* **Be co- operative**
* **Use your imagination**
* **Don’t give up**
* **Enjoy learning**
* **Keep improving**

**The British Values underpin the school ethos and learning powers. These should be on display in all classrooms and taught throughout all lessons, on the playground and at lunchtimes:**

1. **Democracy**
2. **The rule of law**
3. **Individual liberty and mutual respect**
4. **Tolerance of those of different beliefs and religion.**

**Personal and professional conduct**

**Support Staff should uphold public trust in the education profession by:**

1. **Having proper and professional regard for the ethos, policies and practices of the school** in which they work as professional members of staff.
2. **Demonstrating positive attitudes, values and behaviours** to develop and sustain effective relationships with the school community.
3. **Having regard for the need to safeguard pupils’ well-being** by following relevant statutory guidance along with school policies and practice.
4. **Upholding values consistent with those required from Support Staff** by respecting individual differences and cultural diversity.
5. **Committing to improve their own practice** through self-evaluation and awareness.

**Purpose of the Job:**

To provide general clerical or administrative support to the school under the direction or instruction of senior staff.

**Key duties and responsibilities:**

* Provide an efficient and professional reception service – greeting visitors, staff and pupils and ensure they sign in/out in accordance with school procedures.
* 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.
* Provide administrative support e.g. photocopying, filing, faxing, emailing, completion of routine forms and processing invoices. This could be directly supporting the Headteacher.
* Update manual and computerised records/management information systems.
* General reception duties including acting as first point of contact in response to telephone and face-to-face enquiries, signing in visitors, etc.
* Undertake any other reasonable requests the Headteacher may make.
* Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

**General administration duties including:**

* Opening, sorting and distribute incoming mail and post outgoing mail.
* Prepare and distribute routine home / school correspondence for approval by Headteacher.
* First point of contact for sick pupils, liaise with parents / carers / staff.
* Photocopying and shredding as required, reporting faulty machinery and equipment as necessary.
* Assisting with arrangements for visits.

**General financial duties including:**

* Processing invoices for payment, referring any problems to the line manager, to ensure that financial records are accurate.
* Receiving and recording monies from pupils and parents/carers relating for example to school visits, uniform sales and photographs.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Headteacher \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_