**Description – BUSINESS SUPPORT ASSISTANT – RECEPTION**

# Job details

**Grade:** KR3

**Reporting to:** Business Support Administrator – Admissions, Attendance & Visits

**MAIN PURPOSE**

To work as part of the Business Support team, with specific responsibility for 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 pupils and ensure they sign in / out in accordance with school procedures.
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
3. Ensure monies received for dinner / clubs / trips are recorded and passed to the relevant person. To liaise with parents about outstanding monies
4. Prepare and distribute routine home / school correspondence for approval by Headteacher
5. Assist with the organisation of school trips / clubs – ensuring all required records and permission slips are available to the group leader
6. Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required
7. Maintain school diary and arrange meetings / room bookings / visits from external agencies as required
8. Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry / filing
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.
10. 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 |