The Federation of The Downs & Northbourne



Church of England Primary Schools

JOB DESCRIPTION

Receptionist

The Federation of The Downs and Northbourne CEP School is seeking a well-organised individual with excellent written and oral communication skills to join the office at The Downs CEP School.

The role is full-time (37 hours per week) term time only.

The successful candidate will

* Provide an effective and efficient clerical and welfare support to the school
* Ensure that systems are in place for the efficient day to day management of the school
* Maintain the efficient running of the school office, acting as a personal assistant to the SENCO and administrative service to other staff.
* Assist in the admissions process through to enrolment, liaising effectively with all parties involved in admissions, and addressing enquiries.
* Assist in the process of secondary transition and any in year admissions or transfers.
* Be a prime point of reference for pupils and parents if they require information or have a concern
* Have knowledge of school procedure/policies with an awareness of data protection (GDPR) and confidentiality issues.

You will have a professional approach to work and be able to prioritise workloads to meet critical deadlines. You will be expected to manage your own workload and prioritise work appropriately.

Good personal presentation, a friendly disposition and a willingness to participate in school life are important qualities for this position.

**Interview process**

Deadline for applications: Thursday 10th September 2020 (midday)

Shortlisting: Thursday 10th September 2020

Interviews: Week beginning 14th September 2020 (TBC)

If you decide to apply for this post, please complete the application form. Your supporting statement should be no longer than 2 sides of A4 and should address the selection criteria detailed in the Person Specification.

We hope you find the information in this pack useful. Should you have any further queries, please do not hesitate to contact the school office on 01304 372486 or email [secretary@thedowns.me](mailto:secretary@thedowns.me)

In April 2019, The Federation of The Downs and Northbourne CEP schools became a founding member of the Deal Education Learning Alliance Trust (DEALT) which is a MAT comprised of seven local primary schools within Deal and the surrounding villages. This unique and exciting collaboration of local schools work together to ensure the very best outcomes for all pupils and their families within our town. Whilst your administrative post will be at The Downs CEP, your contract will be with DEALT.

*The successful candidate(s) will have to meet the requirements of the person specification and will be subject to an enhanced DBS check. Only applications submitted on the Kent Teach application form will be considered. We welcome applications regardless of age, gender, ethnicity or religion.*

*The Federation of The Downs and Northbourne CEP Schools is committed to the protection and safety of its pupils. Any job offer will be subject to a satisfactory DBS check, two references and proof of qualifications.*

The Federation of The Downs & Northbourne



Church of England Primary Schools

JOB DESCRIPTION

Receptionist

(The Downs CEP)

Responsible to: Head Teacher and SENCO

Grade: KR5 37 hours term time only - pro rata (£15,783)

**Purpose of Job:**

* To provide an effective and efficient clerical and welfare support to the school
* Ensure that systems are in place for the efficient day to day management of the school
* Maintain the efficient running of the school office, acting as a personal assistant to the SENCO and administrative service to other staff.
* To assist in the admissions process through to enrolment, liaising effectively with all parties involved in admissions, and addressing enquiries.
* To assist in the process of secondary transition and any in year admissions or transfers.
* Be a prime point of reference for pupils and parents if they require information or have a concern
* To ensure that systems are in place for the efficient day to day management of the school
* To liaise, with other school staff and others outside the school, particularly parents, professional associations and the local community, in a highly professional manner and representing the high standards of the organisation.

**Principal Accountabilities:**

Reception

* Provide a first point of contact for pupils and parents at reception to deal with any problems that arise in the first instance or refer them on to ensure that problems are dealt with effectively.
* To be a point of contact for both telephone and face to face enquiries and take messages where appropriate.
* To ensure school security arrangements are always complied with, including the issue of visitor’s badges and signing of the visitor’s book.
* To ensure site visits and maintenance are booked in (liaising with site manager)
* To maintain staff photo board.
* To accept and sign for deliveries as appropriate.
* To provide hospitality for visitors to the school.

Admissions

* Collate and monitor applications for admissions, including new intake of pupils; provide prospective parents with information on the school; enter new intake onto SIMS, ensuring that the necessary procedures are complied with
* Complete relevant forms for pupils leaving the school; update SIMS; and send pupil’s files and records to the relevant secondary schools to ensure that procedures are complied with
* To manage the primary school admission policies to ensure compliance with LA guidelines and maintain waiting lists and allocate spaces accordingly in line with the schools’ admissions policy

Attendance

* Contacting parents when children are absent if there is no phone call (first day calling by 9.30am).
* Liaise with the midday staff and report any illnesses, issues or difficulties to their line manager.
* Monitor sickness levels of all staff and children within the school and take appropriate action to ensure that the disruptive effects of sickness/absence are minimised.
* To record the attendance and absence of all children and staff on SIMS, providing information for SLT/ Attendance Officer/ EWO / parents.
* To ensure parents are given attendance data at regular intervals.

Welfare

* Maintain medical records/noticeboard/files and safe storage of medicines as necessary (in liaison with SENCO)
* To be a designated first aider and take responsibility for children who are unwell during the school day.
* To administer first aid and medicine to pupils as required, in keeping with the school’s policy and order first aid supplies as necessary.
* To tend to the hygiene and the physical need of the individual pupils according to medical plans
* To liaise with parents regarding pupils’ sickness/injury.
* To assist with visits from the school nurse, dentist etc.
* To assist with the general welfare of pupils.
* Be committed to the safeguarding and promotion of the welfare of children and young people
* Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person

Clerical

* To regularly check emails, correspondence and appointments to ensure the Headteacher is kept informed at all times.
* Develop and maintain efficient and up to date manual and computer systems ensuring that information is kept confidentially and is accurate and readily available.
* To maintain the school diary and organise the timetable for the use of additional rooms etc
* Import and Export data from S2S and Perspective website
* To complete all statutory LA/ DfES returns (workforce/Census etc)
* Keep records in accordance with the school’s record retention schedule and data protection law, ensuring information security and confidentiality at all times
* Newsletters typed/checked, emailed to parents, staff and governors, uploaded onto the website and hard copies provided where necessary.
* Produce and distribute all letters/correspondence to parents via email and/or postal system
* To provide general clerical support as required – filing, photocopying, word processing etc
* Liaise with teachers for trips/sports events/bike ability/swimming – producing letters, risk assessments and organise transport as necessary (including school mini bus)
* Liaise with the secretary and staff over trips and providing parents with the means to pay online using School Comms payment system.

General Responsibilities

* Be committed to the safeguarding and promotion of the welfare of children and young people
* Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person
* Take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the school working environment
* Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available
* Contribute to the overall ethos/work/aims of the school
* Establish constructive relationships and communication with all staff and other agencies/professional
* Effectively manage and prioritise workload
* Recognise own strengths and areas of expertise and use these to advise and support others
* Participate in training and other learning activities and performance development as required
* To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
* Ensure that all members of the office present, at all times, a positive image to the school to all staff, parents and visitors both internally and externally
* To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
* Ensure that all duties and services provided are in accordance with the School’s Equal Opportunities Policy.
* The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

**Job Context:**

The post is based at The Downs CEP unless cover is required at Northbourne CEP

Contacts include: parents, teachers, support staff, DEALT CEO/CFO and central team, Governing Body, contractors, suppliers, LA staff, training agencies, insurance companies, supply agencies and auditors

Works within national, KCC, DEALT and Federation guidelines, policies and procedures.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Head Teacher to carry out appropriate duties within the context of the job, skills and grade.

This job description describes in general terms the normal duties which the post holder will be expected to undertake. However, the job description or the duties contained therein may vary or be amended from time to time without changing the level of responsibility associated with this post.

Signed………………………………………………………….. (Head Teacher) Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed………………………………………………………….. (Receptionist) Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The Federation of The Downs & Northbourne



Church of England Primary Schools

Person Specification for Receptionist

|  |  |  |  |
| --- | --- | --- | --- |
| Our requirements of you | | | |
|  | **ESSENTIAL** | **DESIRABLE** | **Method of Assessment** |
| **Professional qualifications and training** | * GCSE English and Maths grade C or above (or equivalent). * Relevant qualifications in administration | * Pediatric First Aid qualification would be an advantage. * RSA, or equivalent , in typing skills / word processing | Application form |
| **Experience** | * Working in an office environment * Organising, leading and motivating other staff * Developing, managing and operating administrative and organisational systems | * Experience of working in a school office | Application form  References  Interview/Task |
| **Knowledge and Understanding** | * Ability to produce professional, accurate and factual documents and communicate them with clarity * Excellent literacy/numeracy skills * Competent use of IT packages including word processing and school MIS systems * Have good working knowledge of relevant policies and procedures relating to child protection, health, safety, security, equal opportunities and confidentiality. * Awareness of GDPR regulations | * Knowledge of assessment manager * Experience of setting up databases * Knowledge of operating a website | Application form  Interview/Task |
| **Characteristics and Competencies** | * Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils * Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets and reputation of the school * Ability to work under pressure and prioritise effectively * The ability to communicate clearly, accurately and effectively with a variety of people both orally and in writing. * Commitment to maintaining confidentiality at all times * Commitment to safeguarding and equality * Embraces change well * Deals with difficult situations effectively * The capacity to remain calm and cope with the unexpected. * A flexible, analytical and efficient approach is required with the ability to resolve complex problems and work on own initiative to tight deadlines. * Commitment, enthusiasm and a sense of humour. |  | Application form  References  Interview/Task |

(The Downs CEP)