



## Brook Learning Trust

### THE HIGH WEALD ACADEMY

**JOB TITLE:** Receptionist - Administrator

**RESPONSIBLE TO:** Head of Academy Administration

**GRADE:** Kent Range 3, points 2 – 3, TTO, plus 12 days

#### JOB PURPOSE:

To provide a welcoming, professional and courteous reception service to staff, students, parents and visitors to the Academy and provide efficient administrative support.

#### PRINCIPAL ACCOUNTABILITIES

- To be responsible for the tidy appearance and calm running of the Academy's reception area and ensure cover is always available.
- Operate the Academy's telephone system, including: responding to enquiries, taking and delivering messages, transferring calls (as appropriate) and contacting parents and other external agencies as directed.
- Download the voice mail from the Academy mailbox, on a regular basis.
- Conduct security and ID checks in-line with academy procedures to ensure our students and staff are safeguarded.
- Keep an up to date log of visitors ensuring all visitors have ID badges.
- Deal with emergencies as appropriate, deciding on the best course of action and/or referring to the appropriate members of staff as directed.
- Administer first aid.
- In conjunction with the SENCO and Head of Academy Administration, provide administrative support and maintain information relating to students with medical needs and Individual Health Plans (IHPs).
- Issue both electronic and hard copy communications to parents, staff and outside agencies.
- Organise communication trays.
- Deal with incoming and outgoing mail.
- Receive goods into the Academy, checking delivery notes and notifying staff accordingly.
- Undertake editing, data input and retrieval duties in association with maintenance of pupil data on the school SIMS system to ensure data is accurate and up to date at all times.
- Promote the use of social media with daily tweets and Facebook posts.

## **General Administrative Duties**

- Provide administrative support to the Senior Leadership Team and other academy staff including: drafting and issuing letters, liaising with parents and external agencies, taking minutes at meetings.
- Photocopying.
- Laminating.
- Filing.
- Displays.
- Hospitality and refreshments for meetings and events.
- Any other reasonable request from the Head of Academy Administration.

## **Expectations and Obligations**

Follow Health and Safety requirements and initiatives as directed.

Ensure compliance with Data Protection legislation.

The Trust is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment.

At all times operate within the Trust's Equality policies.

Commitment and contribution to improving standards for pupils as appropriate.

Contribute to the maintenance of a caring and stimulating environment for young people.

## **Personal Attributes**

- Flexible, adaptable with a 'can do' approach
- Able to work in a highly reactive environment
- Ability to communicate clearly and assertively
- Strong attention to detail
- Be a confident user of IT systems, including Word and Excel
- Calm, patient and unflappable under pressure
- Ability to work with pace and urgency
- A considerate and supportive team player
- Resilient
- Friendly and approachable
- A sense of fun

Agreed By ..... Date.....  
Job Holder

Approved By ..... Date.....  
Manager