



**Post:** Receptionist including administrative, admissions, attendance and data responsibilities.

**Pay scale:** *Kent Range 4*

**To whom responsible:** Headteacher

**Staff for whom responsible:** assigning work to part-time admin officer and receptionist

Our school is committed to safeguarding and promoting the welfare of children and young people. As a member of staff you are responsible for working with the staff, parents, pupils and other agencies to safeguard and promote the welfare of all children at the school. We engage with children and staff in policy and practice developments, and proactively encourage feedback.

### **Receptionist**

- Provide an efficient and professional reception service - greeting visitors, staff and pupils and ensure they sign in / out in accordance with school procedures.
- Act as a first point of contact within the school for staff, governors, LA officers, parents and others, ensuring visitors / callers receive a professional welcome.
- 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.
  - To manage phone calls – screening calls, resolving issues with sensitivity and confidence, using initiative as required and referring on as necessary.
  - To open and review any written / electronic correspondence / letters for the Headteacher / SLT and draft responses as directed.
  - To manage the school electronic diary - arranging appointments as appropriate.
- Ensure monies received for / clubs / trips are passed to the relevant person.
- Prepare registers and update records (eg for school dinners / free school meals / milk lists / breakfast club) and ensure information is shared as required.
- Prepare and distribute routine home / school correspondence for approval by Headteacher.
- Assist with the organisation of school trips / clubs – ensuring all required records and permission slips are available to the group leader.
- Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required.
- Maintain school diary and arrange meetings / room bookings / visits from external agencies as required.
- Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry / filing.
- To arrange for the collection of sick or injured pupils.

### **Personal Assistant**

- To provide clerical and administrative support to the Headteacher / SLT / Teachers, including drafting papers / reports / presentations, research and collating information, filing, photocopying.
- To support the Headteacher / SLT in the planning and coordination of special events – parents evening / school fair etc.
- Assist the Headteacher / SLT / Teachers in the drafting and preparation of home school correspondence and school publications – eg prospectus / handbook / newsletter / posters and leaflets.
- To book training courses for all staff and manage supply needs connected to training.
- To ensure that the school complies with the Data Protection and Freedom of Information Acts and GDPR regulations.

- To receive, seek advice and respond to Freedom of Information requests and GDPR related events.
- To report faults and malfunctions of data systems used within school, network / broadband issues and office equipment.
- To maintain and initiate review of Risk Assessments
- To handle all sensitive and confidential matters with discretion.

### **Admissions**

- Undertake all administrative tasks associated with admissions – liaising with the Headteacher to ensure they are kept appropriately informed of the progress of admissions applications.
- To act as the initial point of contact for all admissions enquiries providing routine information regarding the admissions process to parents / carers and policies, referring more complex enquires to the Headteacher.
- To maintain waiting list for school places and apply the criteria for admissions in accordance with school policy.
- To issue routine correspondence / offer letters / information packs to parents regarding admissions in accordance with school procedure.
- To arrange admissions meetings for new parents with Headteacher or class teacher.
- To create and maintain accurate pupil records and school roll information on SIMS/Juniper Horizons – including preparing registers, form lists, emergency contact lists.
- To liaise with feeder nurseries/ schools to obtain information relating to new pupils, sharing information relating to new pupils with staff and other agencies as required.
- To liaise with destination schools regarding the appropriate handover of information to the new school.
- To support the Headteacher in preparing for open evenings / new parents meetings.
- To assist the Headteacher in preparing information packs / prospectus.
- To undertake routine liaison with KCC Admissions Team, Fair Access Team, other schools regarding admissions and leavers.
- To collate admissions data producing routine reports and prepare statistical returns regarding admissions.

### **Attendance**

- To ensure the electronic registration system is updated daily investigating any missing data with class teachers.
- To record student absences and late arrivals on SIMS/Juniper Horizons, maintaining accurate attendance records.
- To act as the initial point of contact for parents regarding attendance issues - providing routine advice as required and explaining attendance expectations to parents in accordance with school policies.
- To make initial enquiries with parents / carers regarding unexplained absences / lateness – including first day calling / texting.
- To monitor the attendance of pupils referring concerns to the Headteacher.
- To process and action pupil leave of absence requests.
- To issue routine correspondence to parents regarding attendance / absence requests in accordance with school procedure.
- To assist the Headteacher with the administration of referrals to the education welfare service / issuing of penalty notices.
- To undertake routine liaison with external agencies regarding attendance – eg EWO / Attendance Service.
- To collate attendance data producing routine reports and prepare statistical returns regarding attendance.

### **Data Management – Pupil, Personnel and Assessment**

- To maintain and update SIMS/Juniper Horizons and other assessment records to ensure that all assessment data held on pupils is accurate and complete.

- To be responsible for the day to day operations of SIMS/Juniper horizons database, including maintenance, system updates and back-ups.
- To ensure that assessment data relating to new pupils is complete, accurate and imported onto school systems – liaising with feeder schools where required. To ensure that assessment data for school leavers is shared with destination schools as required.
- To provide base data for the Local Authority, DfE and other agencies, completing the school census and other statistical returns.
- To identify improvements that can be made to data recording systems and/or processes and implement as required.
- To act as the Data Champion in school, working with the Data protection Officer for the CARE Foundation Trust to ensure all data protection protocols are in place and adhered to.

**First Aid and Medicines**

- To be one of the designated first aid people on site
- To administer medicines and first aid to pupils as appropriate
- Maintain pupil medication records in order to adhere to strictly laid down procedures.

Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Signed:..... Date:.....

Signed:..... Headteacher

## 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	<ul style="list-style-type: none"><li>▪ NVQ 3 or equivalent</li><li>▪ SIMs/Juniper Horizons net database qualification experience</li></ul>
Experience	<ul style="list-style-type: none"><li>▪ Proven administration experience.</li><li>▪ Previous experience of reception work or working in a customer service role.</li><li>▪ Previous experience of working with young people and their families.</li><li>▪ Experience of providing a high level of customer service and liaising / relationship building with a wide range of individuals and agencies.</li><li>▪ Proven experience in use of MS Applications including word, Excel, Powerpoint and Access.</li><li>▪ Experience of using Admissions modules in SIMs/Juniper Horizons.</li><li>▪ Experience of data gathering, reporting and analysis – preferably in a school setting.</li></ul>
Skills & Abilities	<ul style="list-style-type: none"><li>▪ Ability to provide a high level of customer service.</li><li>▪ Ability to deal calmly, tactfully and effectively a range of people.</li><li>▪ Ability to convey information clearly, accurately and of a high standard orally and in writing to a range of people.</li><li>▪ Ability to work in an organised and methodical manner and maintain accurate records.</li><li>▪ Ability to work with a high degree of accuracy and attention to detail.</li><li>▪ Ability to take personal responsibility for organising day to day workload – forward plan, prioritise and meet deadlines.</li><li>▪ Ability to work effectively and supportively as a member of the school team.</li><li>▪ Able to use own initiative to solve problems and respond proactively to unexpected situations.</li><li>▪ Ability to show sensitivity and objectivity in dealing with confidential issues.</li></ul>
Knowledge	<ul style="list-style-type: none"><li>▪ Demonstrate a good understanding of the work of a school.</li><li>▪ Demonstrate good knowledge of school systems and processes.</li><li>▪ Demonstrate a good understanding of the application of schools admissions policies.</li><li>▪ Knowledge of a range of computer applications – including work Word / Excel / Powerpoint / Outlook.</li><li>▪ Demonstrate an understanding of confidentiality and child protection issues in a school setting.</li></ul>