

Inspire Partnership Academy Trust School Receptionist/Administration Assistant Job Description

Role:	School Receptionist /Administration Assistant (Medway Hub)
Location:	Medway Hub. The jobholder will primarily be based at one school but will be required to provide cover at other Medway schools according to operational need.
Contract and salary:	Permanent Term Time Only (39 Weeks) NJC D2 (SCP 4 – 11) (pro-rata)
Reports to:	Medway Administration Manager

Purpose of Job

The school receptionist/administration officer is part of the Inspire Partnership's operations team. The jobholder will provide an outstanding first point of contact for staff, pupils, parents, stakeholders and visitors. This will be on the phone, face-to-face, through written communications and social media. They will provide a full range of proactive and reactive administrative support and co-ordination services to the school and across the Inspire Partnerships's Medway schools.

Duties and Responsibilities

Receptionist

- First point of contact for receiving and distributing phone calls, diverting & directing callers to relevant people, or taking and relaying messages as appropriate.
- First point of contact for all parents, pupils, staff and visitors. Maintain strict health & safety and safeguarding rules by following procedures; managing visitor logbooks and passes and class passes.
- Managing the school phone system(s), making changes where necessary, keeping all phone lists up-to-date, and ensuring that the information is disseminated amongst the school community.
- Managing the school email system, making changes where necessary, ensuring all details are up-to-date, and ensuring that the information is disseminated amongst the school community.
- Managing internal mail, all incoming post / parcels / deliveries, and all outbound post / parcels / deliveries.

Office Coordination

- Maintaining and updating all relevant school-based forms, literature and other documents as required.
- Coordinating dinner systems in liaison with the kitchen staff, and ensuring all dinners are paid on time by all stakeholders, dealing with any debt management as appropriate.
- Coordinating the stock and ordering of school supplies.

- Carry out any bulk photocopying, printing or mailings.
- Maintain a stock of essential office supplies, resupplying as required.

General Administrative Duties

- Undertake any generalist administrative and clerical duties as directed by the leadership of the school through letters, reports, and other documentation and the provision of executive support to the senior leadership team.
- Cover similar duties in other Inspire Partnership Medway schools as directed by the Medway Administration Manager.
- Undertake any other duties commensurate within the grade and scope of the post as determined by the Headteacher and Medway Administration Manager.

Safeguarding

The Inspire Partnership is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment. The jobholder will be subject to an Enhanced DBS and Barred List check and be expected to follow all safeguarding policies and procedures

This job description and allocation of responsibilities may be amended following discussion with the Headteacher and Medway Administration Manager and should be reviewed annually.

Person Specification: School Receptionist /Administration Assistant

Qualifications

- Qualified to GCSE level or equivalent
- Right to work in the UK.

Knowledge and experience

- Demonstrable office administration/receptionist/customer service experience
- Computer literate, with experience of Microsoft Office and Outlook
- File management and other administrative knowledge.

Personal qualities

- Drive and enthusiasm for delivering a quality support service that consistently produces positive and demonstrable impact
- Ability to work effectively and accurately, with excellent attention to detail
- Professional integrity and resilience
- Calm under pressure and able to manage conflicting priorities
- Experience of working in partnership and collaboration; able to work effectively with a broad range of stakeholders

Values

- Personal vision is aligned with the Inspire Partnership's high aspirations and expectations of self and others

- Genuine passion and a belief in the potential of every pupil.
- Motivation to continually improve standards and achieve excellence

Other

- This post is subject to an enhanced Disclosure and Barring Service check