

JOB DESCRIPTION

Receptionist and Administrator

Job Title: Receptionist and Administrator

Reporting To:

Salary: AR04

Role Purpose

- The Receptionist administrator will be responsible for presenting a high standard of care in welcoming visitors to the school.
- They will maintain a welcoming environment, for visitors, staff and pupils.
- They will assist with high standards of communication between stakeholders.
- They will ensure that Turner Schools are places where children thrive and knowledge matters by upholding and modelling the Trust's values in all aspects of the role.

Main Areas of Responsibility

The post holder will be responsible for:

- Greeting visitors according to the Turner Schools protocol, acting as a positive and welcoming representative of the school to all visiting stakeholders.
- Ensuring that the Reception area and admin office are well presented and conducive to a working environment, keeping the staff board up to date, having a system for frequently shared documents with parents up to date (letters home/forms), keeping a full supply of safeguarding leaflets.
- Answering the telephone and being proactive in responding to the call – forwarding appropriately or dealing with proactively as appropriate.
- Receiving deliveries and alerting the recipient to its arrival.
- Ensuring the admin cupboard is fully stocked.
- Ensuring the Firebox has the necessary content and that contact numbers are updated. Printing the fire register daily after the first register of the day.
- Setting up the community leaders to enable them to complete their classwork while supporting the school delivering messages.
- Arranging for post to be held at the Post Office during periods of school closure.
- Keeping the Family Dining register updated when scholars and staff join/leave the school.
- Processing the Family Dining menu choices each morning; being the point of contact for the chef.
- Co-ordinating first aid provision, keeping first aid kits and medical supplies fully stocked.
- Maintaining the medicine cupboard and liaising with the SENDCo to ensure key, up to date, medical information is available to first aiders.
- Training as a first aider and administering first aid when required.
- Preparing first aid kits for trips and keeping first aid posters etc. up to date.
- Marking scholar absences on Bromcom as parents ring in with messages to that effect.
- Monitoring the photocopiers, calling on maintenance where needed.
- Assisting at events as required – this may include evening events.
- Any other appropriate administrative tasks that the line manager delegates.

Other Duties:

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace;
- Share the Trust's and the Academy's commitment to safeguarding and promoting the welfare of all young people through having knowledge of Government guidelines and safeguarding policies as appropriate within the Academy;
- Ensure that **all** duties and services provided are in accordance with **all** Turner Schools policies and the Academy's procedures in line with staff code of conduct/professional expectations;
- To undertake training as necessary;
- To actively engage in the performance management process;
- To be willing and enthusiastic in engaging with continuous professional development;
- To undertake any other duty as specified by the Principal/Senior Leadership Team not listed above;
- To be a key part of the life of the Academy community, to support both the values, vision and ethos of the Academy and Turner Schools and encourage students to follow this example.

Experience and knowledge required of the post holder

The post holder must have:

- Excellent people skills, being able to respond appropriately to diverse and sometimes challenging situations.
- Capacity to respond calmly and sensitively under pressure.
- High level of communication skills.
- High level of literacy skills, preferably to A level standard.
- High level of IT skills with knowledge of Bromcom or Google Suite an advantage.
- Experience of working in a school, with a knowledge of school-based systems would be preferable although is not a requirement.

Personal Qualities and Attributes:

This position requires the following personal qualities and attributes:

- Ability and willingness to contribute towards the Trust's vision and ethos;
- Determination to improve standards and outcomes in non-selective education on the south-east Kent coast;
- Interest in playing a part, through education, in the re-generation of Folkestone;
- High ethical standards;
- Strong interpersonal, written and oral communication skills;
- Motivation to improve standards and achieve excellence;
- Ability to demonstrate honesty and integrity;
- Excellent organisational skills;
- Ability to communicate effectively, professionally and in a friendly manner with staff, pupils/students and parents and external agencies;
- To be an ambassador for the Academies and the Trust in dealing with external persons;
- To enjoy helping others and be able to resolve any issues in a professional, calm and measured manner;
- To be highly motivated and to have a flexible approach towards work and working hours.

The duties outlined in this Job Description are in addition to those covered by the latest 'School Teachers' Pay and Conditions Document'. It will be reviewed regularly with you, to reflect or anticipate changes in the job, commensurate with the salary, job title and area of responsibility;

All job descriptions may, following consultation with you, be subject to change to reflect or anticipate changes in the job, which are commensurate with the salary and job title.

Employees are expected to comply with any reasonable request from the Principal or the Senior Leadership Team to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

Turner Schools will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Acceptance:

I confirm that I have received and understand the job description, which is a supplement to the subject specific teaching job description, both of which may be changed to reflect or anticipate changes in the job, which are commensurate with the salary and job title:

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....