**Ursuline College**

**Job Description/Person Specification**

**Reception and Administration Assistant**

**Report to or Line Manager:** Academy Principal’s PA

**Grade:** KR4

**Hours per week:** 37 (not including minimum of 30 mins lunch break per day)

**Weeks per year:** 41 (Term Time plus 5 INSET days plus 10 days in school holidays)

**Main Purpose of Job:**

**To act as the first point of call for all visitors and callers to the school. To welcome visitors, staff and students and direct as appropriate. To manage all telephone calls and queries, re-directing as appropriate. To provide administrative support to the school community.**

Ursuline College All Staff Responsibilities:

* To be committed to safeguarding and promoting the welfare of children and young people within the school
* To act in a loyal and professional manner around school and to contribute to the overall ethos/work/aims of the school
* To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
* To be aware of and support difference, and ensure equal opportunities for all
* To attend and support appropriate meetings/courses and to undertake any training as deemed necessary in order to keep abreast of development

**Specific Duties and Responsibilities:**

* To manage main reception, welcome visitors and attend to their needs in a professional manner
* To receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required
* To provide hospitality to visitors and for various meetings within the school
* To provide assistance as the first point of contact for all students
* To develop positive relations with students, parents and staff
* To undertake the provision of general administrative and organisational services as needed: typing, filing, shredding, photocopying, post, archiving etc
* To support the SVP/HoH/House Managers in House admin as required
* To support the Admissions Officer (PA) with Admissions admin as required
* To undertake the provision of administrative and other support for school events and activities including, but not limited to, PSHE, academic review evenings, school open evenings, carol concerts, harvest festivals, activity week, school nurse, school photo’s, bus passes etc
* To input student records and retrieve information relating to pupils on school management information systems (eg SIMS) and to ensure up-to-date and accurate records for pupils, ensuring the utmost confidentiality in relation to such records
* To administer First Aid and medication (authorised by Parent/Carer) as and when required and ensure that accurate and complete records are maintained
* To maintain room booking diaries
* To maintain high personal professional standards of attendance, punctuality, appearance, and conduct
* To be responsible for your own continuing self-development, undertaking training as appropriate
* Any further duties that the Academy Principal/Business Manager may designate, which are commensurate with the grade of the post

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| *This job description may be reviewed and is subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the College in relation of the post holder’s professional responsibilities and duties.*  *The post holder will be expected to carry out all duties in the context of, and in compliance with, all the College’s policies and procedures.* |

**Person Specification:**

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| **Criteria** | | Essential Desirable | |
| **Skills, Knowledge & Abilities** | Good written & verbal communication skills  Excellent literacy & numeracy skills  Ability to organise, manage and prioritise workload effectively  Ability to act upon own initiative  Excellent interpersonal skills with the ability to build good relationships with all stakeholders and to work as part of a team.  Flexibility and ability to adapt to an ever-changing environment  High level of accuracy and attention to detail  Have the ability to relate well to children and adults, understanding their needs and being able to respond accordingly, including complaints and/or difficult / sensitive situations  Working knowledge of policies and procedures relating to child protection, health, safety, security, equal opportunities, confidentiality and data protection  Good IT skills, with proven competency in the use of Microsoft Outlook, Word, Excel, PowerPoint and SIMS  Adopts a culture of continuous improvement | **🗸**  **🗸**  **🗸**  **🗸**  **🗸**  **🗸**  **🗸**  **🗸**  **🗸**  **🗸**  **🗸** |  |
| **Previous Experience** | Knowledge & experience of setting up and maintaining office systems and school administrative processes and procedures  Ability to provide an efficient and high level of administrative support and reception service  Experience of working in a busy reception/general office environment  Experience of using SIMS software | **🗸**  **🗸** | **🗸**  **🗸** |
| **Qualification/ Training** | Relevant qualification / experience – please specify  First Aid qualification (or willingness to obtain qualification at the start of the new academic year)  Willingness to undertake further training as required | **🗸**  **🗸** | **🗸** |
| **Other** | Flexible approach to working hours to meet the needs of the organisation | **🗸** |  |