

Job Description

KEY INFORMATION	
Post title:	Reception and Administration Assistant
Grade:	Grade 4
Responsible to:	Business Manager
Responsible for:	N/A

OVERALL PURPOSE OF JOB
To undertake reception and general administration duties within school, including making and receiving phone calls, responding to emails, typing, filing, reprographics and other routine tasks.

MAIN DUTIES AND RESPONSIBILITIES	
1	Answer incoming telephone calls in a professional and friendly manner, responding to enquiries where possible or passing messages on to the appropriate person
2	Undertake reception duties, ensuring visitors to school are greeted quickly and professionally, they complete the signing in process and are issued with a relevant lanyard to comply with safeguarding procedures
3	Undertake routine administration tasks as and when directed, including the maintenance of school filing systems, registers, typing, note taking at meetings and the production of reports, and reprographics
4	Draft letters and produce correspondence as directed, ensuring the tone reflects the school's style and is professional and appropriate
5	Monitor the school's email systems, including the main school inbox, responding to emails or forwarding them on to the relevant member of staff where appropriate
6	Input information onto school systems, including pupil records and attendance information, and run reports from systems to enable senior members of staff to analyse statistical data
7	Open and distribute any post which is delivered to the school
8	Support with the organisation and administration of school events and trips, including arranging correspondence to parents/carers
9	Undertake first aid as and when required
10	Undertake lunch duty



GENERAL RESPONSIBILITIES	
1	Uphold professional standards for the role and follow all school and Trust policies and procedures.
2	Comply with Child Safeguarding Procedures and adhere to the Trust's Child Protection and Safeguarding Policy at all times.
3	Participate in performance management and take part in appropriate training and development activities.
4	Maintain confidentiality in all areas of work and process personal and sensitive information in accordance with relevant legislation.
5	Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.

Person Specification

All points are essential unless otherwise specified

Qualifications	
1	GCSE English and maths at grade C/grade 4 or above, or equivalent qualifications
2	First aid qualification or willingness to obtain one
3	<i>Other further relevant qualifications, e.g. NVQ in Business and Administration, customer service qualification (desirable)</i>
Experience	
1	Experience of working in a reception or administrative role
2	Experience of providing excellent customer service
3	<i>Experience working in a school or educational setting (desirable)</i>
Skills/Knowledge/Abilities	
1	Ability to use a range of computer systems and software packages, including standard packages (e.g. Microsoft, Google suite)
2	Good written and verbal communication skills with the ability to communicate effectively and clearly with a range of staff, children, parents/carers and visitors
3	Ability to follow and work within routine administrative processes and procedures
Personal Attributes	
1	Ability to work successfully alone and as part of a team
2	Ability to work well under pressure and manage competing deadlines
Safeguarding	
1	Demonstrate a commitment to safeguarding children and ensuring the welfare of children
2	Be able to remain calm, empathetic and treat all students with dignity and respect, even when faced with challenging behaviour
3	Satisfactory Enhanced DBS check