

TYSSEN COMMUNITY SCHOOL & CHILDREN'S CENTRE

JOB DESCRIPTION

POST TITLE: Administrative Receptionist

RESPONSIBLE TO: Office Manager or delegated person

GRADE: Scale 4 (Point Range 18 - 21)

OBJECTIVES OF THE POST

To assist in promoting the vision of Tyssen Community School and Children's Centre. This will be achieved by: being the first point of contact for all front-line enquiries through the switchboard system or reception desk duties; by performing effective and efficient support to a range of administrative functions within the school.

MAIN DUTIES AND RESPONSIBILITIES

- Ensuring that pupils and visitors to the School/Children's Centre are welcomed in a polite, friendly, efficient and supportive manner.
- Dealing with all front line enquiries either through the switchboard system, emails or reception duties, in a professional, courteous and efficient manner; ensuring that all callers are dealt with quickly and effectively; directing callers to the appropriate person/s or taking clear concise messages.
- To ensure that all enquiries and messages are treated confidentially and that information is not disclosed to those persons who should not properly be made aware of such information.
- To provide information to parents/carers/visitors that will assist them in securing the Government benefits to which they are entitled. Giving support and guidance to people completing monitoring or admission forms.
- To respond positively with tact, sensitivity and awareness to all visitors to the School/Children's Centre.
- To ensure that all visitors on the premises have signed in and out in accordance with school procedures.
- To use electronic entry system enabling access for parents, children and visitors to the school premises.
- To keep an up-to-date log of visitors, telephone calls and other relevant school business.
- To provide basic first aid cover in the absence of other First Aiders and replenish first aid boxes throughout the school as and when required.
- To perform word-processing of general correspondence and spreadsheets, ensuring high standards of presentation and layout.
- To assist in inputting data and maintaining the management information system provided by the School/Children's Centre.
- To assist with inputting and updating data on the School Website/School Diary.

- To attend and take minutes at meetings and to take a turn in chairing team meetings, which may require working outside of normal working hours.
- To be responsible for opening, sorting and the efficient distribution of incoming/outgoing mail.
- To be responsible for keeping the Post Room organised and tidy; and ensuring that stationery levels are maintained.
- To be responsible for maintaining paper levels in the photocopier and reporting faults to the contractor.
- To book supply staff as directed.
- To be responsible for maintaining the appointment diary for Citizen's Advice Bureau.
- To ensure the safekeeping of keys within the key cabinet and maintaining a log of users.
- Ensuring that the reception and visitor's waiting area is tidy, welcoming and presents a good image of Tyssen Community School and Children's Centre at all times; ensuring that information leaflets are kept stocked and up to date, and that relevant information is displayed on the staff and parent notice boards.
- To collate documents for mail outs e.g., newsletters to pupils, parents, governors; and recruitment application packs to job applicants.
- To perform photo-coping of documents and general filing duties.
- To assist with the collection, checking and receipting of monies received into the School/Children's Centre, e.g., day care fees/collections for school trips etc.
- To assist with the maintenance of the attendance/absence register on computer or manual for pupils and staff.
- To make new files for children starting school and maintain the filing system.
- To make tea/coffee for governors / visitors.
- To undertake appropriate training in order to carry out the responsibilities within the framework of the post.
- To undertake other temporary administrative duties commensurate with the grading of the post as may be directed.

General Requirements

The post holder will be expected to work flexibly and carry out all duties in with regard to the School's policies and in compliance with the School's Equal Opportunities, Health and Safety and Code of Conduct procedures.

To participate in a programme of self / professional development to ensure skills, knowledge and understanding are added to and kept up to date.

You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.

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PERSON SPECIFICATION FOR ADMINISTRATIVE RECEPTIONIST

	Essential	Desirable
Qualifications		
NVQ level 2 in Business Administration or equivalent qualification in related area or equivalent experience.	✓	
Experience		
Experience of providing direct customer care using a variety of methods, this must include communication of information.	✓	
Experience of using Email / Internet.	✓	
Experience with the School Management and Financial Management Systems and accurate entry of data.		✓
Experience of working with the general public.	✓	
Experience of clerical work in a similar environment.	✓	
Experience of handling and security of cash.	✓	
Experience of the clerical function in a school office.		✓
Knowledge		
Working knowledge of IT packages, including Microsoft Word, Excel.	✓	
To have an understanding of and a commitment to Equal Opportunities issues within the workplace.		
Skills		
Excellent telephone manner.	✓	
Have good interpersonal skills and be able to communicate effectively verbally and in writing.	✓	
Ability to work as an effective team member.	✓	
Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc.	✓	
Ability to convey information clearly and accurately.	✓	
Ability to maintain accurate records and filing systems.	✓	
Ability to work in an organised and methodical manner.	✓	
Ability to develop good relations with staff and pupils and the wider school community.	✓	
Fast and accurate keyboard skills.	✓	
Effective in the face of difficult situations and pressure.	✓	
Ability to handle people at a variety of levels with politeness, sensitivity, tact and the need to respect confidentiality.	✓	
Displays commitment to the protection and safeguarding and of children	✓	