



## Job description

JOB TITLE:	<b>Reception and Admin Assistant</b>
GRADE:	Hackney Support Staff Range, Scale 4, Points 7-10 (Pro Rata)
RESPONSIBLE TO:	Headteacher/School Business Manager
HOURS OF WORK:	<p>This post is term time only</p> <ul style="list-style-type: none"> <li>Monday until Friday 8.30am-5.00pm</li> </ul> <p>These timings include one-hour lunch break and a normal 37.5 hours week.</p> <p>These hours may be reviewed in consultation with you.</p>

## POST RESPONSIBILITIES

- To be the first point of contact for the school regarding a range of administrative and communication activities and to ensure delivery.
- To provide administrative support for the Strategic Leadership Team.

## RECEPTION DUTIES

- Deal with front line enquiries from staff, students, parents and other agencies.
- To ensure all visitors are signed into the School in accordance with safeguarding and Health & Safety procedures.
- Answer all incoming calls, both internal and external, redirecting/taking messages as necessary and acting on instructions received. Relay messages to staff and pupils.
- Be the nominated officer responsible for the day to day operation of the SIMS system for student in terms of ensuring data is correctly inputted; the efficient retrieval of information and for the timely production of reports from the system.
- To respond to queries from parents/carers and the general public with exemplary professionalism, ensuring that any messages or complaints are immediately dealt with, forwarded to the appropriate member of staff or escalated if required.
- Assist with timetables and organise cover as required.
- To provide general administrative support to the school office as required, including preparation of documentation, and administrative duties relating to specific areas such as school calendar maintenance, extra-curricular activities, school trips, school meal arrangements.

- To assist school staff in all aspects of school life, including contacting parents, external agencies where necessary.
- Support the school in creating a professional culture of high expectation in which students feel safe, valued and motivated.
- Support the induction of any new member of the school staff.
- Deal with any emergencies, as appropriate, deciding on the best course of action and if medical intervention is required, referring the matter to the Associate Headteacher or nominated first aider.

### ADMINISTRATION DUTIES

- Provide general clerical/admin support e.g. photocopying, filing, faxing, e-mailing, and completing standard forms, responding to routine correspondence and other queries.
- To cover the Main Office Reception desk when required.
- Maintain manual and electronic records and other information systems.
- Sort and distribute all mail.
- Assist in extracurricular activities where needed e.g. school shows.
- Assist the school by maintaining good relationship with staff, parents, governors, contractors, representatives and external agencies in order to promote the objectives of the LEAP Federation.
- To work with other administrative staff to maintain effective communication systems between the various school-based teams.
- Participate in training, other learning activities and performance development as required.
- Attend and participate in meetings as required.

**Further details of general duties, responsibilities and procedures can be obtained from the Staff Handbook.**

## OTHER GENERAL REQUIREMENTS

- Take part in the school's performance management system.
- Enhanced CRB Check.
- Strong commitment to furthering equalities in both service delivery and employment practice.
- You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.

*Additional duties and tasks will be negotiated and agreed at the time of appointment and annual review (following the first annual cycle) at the direction of the school Head teacher.*

*This job description will be reviewed annually and may be 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 academy in relation to 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 school's policies and procedures and in compliance with Gayhurst Community School Equal Opportunities Policies and Code of Conduct. All the above duties are to be carried out in line with current Health and Safety legislation.*

### ACCEPTANCE OF THE JOB DESCRIPTION BY POST HOLDER

I can confirm my acceptance of the Job Description as outlined above

NAME:

SIGNED:

DATE:

## Person specification- Reception & Admin Assistant

QUALIFICATIONS	ESSENTIAL	DESIRABLE
5+ GCSE's A*- B, including English and Maths	✓	
NVQ level 2 in administration or equivalent		✓
EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working within an educational environment or with young people		✓
Competent in using information technology in terms of using a computer, basic admin software (Word and Excel) and a willingness to learn the office systems and IT packages.	✓	
Experience of SIMS database.	✓	
Experience in an administrative or front office/reception role	✓	
Experience of providing direct customer service care using a variety of methods, this must include communication of information.	✓	
KNOWLEDGE	ESSENTIAL	DESIRABLE
Knowledge of operating a variety of office equipment such as printer, photocopier, and telephone switch board.	✓	
To have an understanding of and a commitment to equal Opportunities issues within workplace.	✓	
To have an understanding and commitment of the school's vision and policies.	✓	
SKILLS	ESSENTIAL	DESIRABLE
Good ICT skills; working knowledge of Microsoft Windows applications including Word and Excel, ability to access web based information.	✓	
Good word processing and keyboard skills.	✓	
Good interpersonal, organisational and communication skills.	✓	
Ability to relate well to children and adults.	✓	
Ability to communicate effectively both orally and in writing.	✓	
Ability to deal with people at a variety of levels with politeness, sensitivity, tact and understand the need to respect confidentiality.	✓	
Ability to share work and to work as part of a team.	✓	
Willingness to participate in development and training opportunities.	✓	
Ability and willingness to work in a flexible manner.	✓	



I LIKE CLEAN AIR



**Executive Headteacher: Louise Nichols**  
**Business Manager: Cyrilene Malcolm**

**Associate Headteacher: Karen Pedro**  
**Chair of Governors: Ian Mullaney**

Gayhurst, Kingsmead and Mandeville Primary Schools working in partnership