

Job Description and Person Specification

The purpose of the Job Description and Person Specification is to provide information about the role and the skills a successful candidate must have.

Note for recruiting managers: If you are recruiting for an existing post, reuse the Job Description and Person Specification that already exists for the job.

Job details

Job title: Receptionist/Administration Assistant

Directorate: Berger Primary School

Reporting to: Business Manager

Grade: Scale 4

Job description

Purpose of the post:

- To provide an efficient reception service for the school, dealing with all callers, both on the telephone and in person, promptly and courteously.

Main duties and responsibilities:

- Provide reception and switchboard support to the school.
- Provide clerical support to the school's administrative function.
- Answer all incoming calls, both internal and external, redirecting/taking messages as necessary and acting on instructions received. Relay messages to staff and pupils.
- Receive all visitors and ensure they sign in and out in accordance with the school's procedures.
- Use an electronic entry system for school gates enabling access for parents, children and visitors to the school premises.
- Keep an up-to-date log of visitors, telephone calls and other relevant school business.
- Deal with general day to day queries from staff, pupils and parents.
- Liaise with the school health service, external agencies and parents including the emergency services, education social work, speech therapy and other services coming into school.
- Provide first aid cover in the absence of other first aiders.
- Accept mobile phones and other pupils' belongings for safekeeping.
- Word process school documentation as requested.
- Assist with the preparation, distribution and collation of checklists for school meals numbers and liaise with school catering staff on a daily basis. Liaise with parents about outstanding lunch money.
- Record and post all outgoing mail, purchasing new stocks of stamps when required. Receive and distribute all incoming mail. Update and order new ID cards for all staff members.
- The postholder will need to undertake first aid and fire warden duties.
- Assist with the maintenance of the attendance/absence register on the computer. Maintain records of all pupils' changes e.g. addresses, telephone numbers.
- Assist with ordering, maintaining stock of and selling school uniforms.

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- Assist with receiving and processing deliveries to the school. Collate documents to be sent to parents, governors and staff and distribute them as appropriate.
 - Word process documents, spreadsheets and undertake desktop publishing as and when required. Undertake photocopying, filing and general office duties
 - Attend and take minutes at meetings, which may require working outside of normal working hours.
 - Provide assistance with other information databases during the busiest times of the year.
 - Make new electronic files for children starting school and maintain the filing system.
 - Make Tea/Coffee for Governors/visitors changed by the Head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.
 - The post holder will be expected to work flexibly and carry out other duties commensurate with the grade.

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

General requirements:

- Take part in the school's performance management system.
 - DBS 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.
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Person Specification

Essential Desirable

	Essential	Desirable
Experience		
1. Qualifications: NVQ level 2 in Business Administration or equivalent qualification in related area or equivalent experience in a school setting.	✓	
2. Experience of providing direct customer care using a variety of methods, this must include communication of information.	✓	
3. Experience of using SIMS, word, excel and email/internet.	✓	
4. Experience with the school management and financial management systems and accurate entry of data.	✓	
5. Experience of working with the general public	✓	
6. Experience of clerical work in a similar environment.	✓	
7. . Experience of handling and security of cash.	✓	
8. Experience of the clerical function in a school office	✓	
Knowledge		
9. Working knowledge of IT packages, including SIMS, Microsoft Word, Excel and desktop publishing software	✓	
10. First aid training/training as appropriate.		✓
Skills		
11. Excellent telephone manner.	✓	
12. Good interpersonal skills and be able to communicate effectively verbally and in writing.	✓	
13. Use of other equipment technology including video, photocopier.	✓	
14. Ability to work as an effective team member.	✓	
15 .Ability to convey straightforward information, orally and in writing, to colleagues, pupils and parents.	✓	
16. Ability to convey information clearly and accurately.	✓	
17. Ability to maintain accurate records and filing systems.	✓	

18. Ability to work in an organised and methodical manner.	✓	
19. Fast and accurate keyboard skills.	✓	
20. Ability to develop good relations with staff and pupils and the wider school community.	✓	
21. Ability to be effective in the face of difficult situations and pressure.	✓	
22. Ability to handle people at a variety of levels with politeness, sensitivity, tact and the need to respect confidentiality.	✓	