

POST TITLE:	Administrator and Receptionist
STATUS:	Permanent, Term Time (+ 15 days), 36 hours p.w.
SALARY:	Scale 4
LINE MANAGER:	Office Manager

JOB DESCRIPTION

To provide professional, responsive administrative support and a first class reception service to the school community.

DUTIES AND RESPONSIBILITIES

The post holder will be expected to:

Administration & Organisational Support

- Provide a professional, productive and responsive administrative service to teaching staff and managers including the preparation of learning materials and school correspondence
- Ensure all work is carried out correctly, efficiently, effectively and to a high standard
- Work effectively with others, by creating and maintaining good communications and ensuring instructions are exchanged clearly and carried out efficiently
- Ensure all targets and deadlines are met
- Be proficient in the use of ICT applications and information management systems such as Microsoft Word, Excel, PowerPoint, Publisher and SIMS
- Interpret and present information in a logical way
- Use various applications to ensure all documentation produced is clear, concise and easily accessible
- Accurately update and maintain school records, both manually and electronically
- Handle all incoming and outgoing telephone calls in a professional, open and helpful manner, in line with school procedures
- Manage room bookings efficiently and effectively
- Competently manage group emails and voice messages, ensuring that information is directed to the appropriate personnel in a timely manner
- Manage incoming and outgoing post and packages in line with school procedures
- Handle lost property and confiscated items responsibly
- Be flexible and work according to the needs of the school, this will include assisting in other sections of the administration area when required
- Order stationery and monitor available stock
- Update internal and external display boards
- Any other administrative duties including printing, laminating, photocopying, scanning, filing and cutting

Reception

- Provide an outstanding, seamless and professional customer focussed face to face service as directed by the Office Manager
- Value diversity, communicating effectively with different people from different backgrounds, at all levels
- Ensure queries from parents and other stakeholders are responded to in a professional and timely manner to the satisfaction of individual concerned
- Create a pleasant first impression and a welcoming and positive working environment
- Receive visitors, students and staff in a professional, pleasant and efficient manner
- Take personal responsibility for the health and safety and safeguarding of staff, students and visitors when providing access to the school, ensuring that all school visitors sign in and are issued with the appropriate identification
- Ensure all necessary student logs and records are completed appropriately
- Deal sensitively and effectively with a wide range of enquires from students, staff and visitors
- Challenge students whose behaviour falls below school expectations as set out in the school behaviour policy
- Ensure the reception and foyer area is organised, calm and presentable at all times
- Support all school initiatives such as behaviour, attendance and punctuality campaigns
- Provide translation services to parents, visitors and students as necessary

General

- Assist with organisation of school trips
- Participate in the annual performance management process
- Participate in section meetings and support staff training and development sessions
- Contribute to the department improvement plan in consultation with the administration team
- Organise couriers and taxis as required
- Monitor CCTV cameras and gates entrance / exit
- Ensure pigeon holes are clearly labelled post accurately sorted
- Undertake First Aid and or fire warden duties where required by the School
- Undertake any other duties as reasonably requested by school management.

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Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified. This job description is current at the date shown, but, in consultation with you, may be 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.

I acknowledge that I have seen, understood and received a copy of the job description.

Signed:.....

Date

PERSON SPECIFICATION Administrator & Receptionist

Qualifications

- NVQ level 2 or equivalent qualification or experience in a relevant discipline

Experience

- Successful clerical/administrative work in an ever changing environment
- Dealing with a wide variety of written, face to face and telephone enquiries
- Providing a first rate customer service
- Performing well in a fast paced, demanding setting
- Successful management of competing deadlines
- Writing business correspondence (*desirable*)
- Record keeping
- Working successfully as part of a team
- Dealing with young people

Skills and competencies

- Excellent literacy and numeracy skills
- Excellent communication skills including oral and letter writing
- Effective use of ICT packages including Microsoft Word, Excel, Publisher and Power Point
- Good prioritisation skills
- Adept use of office equipment such as fax machines, photocopiers, franking machines etc.
- Sound problem solving skills, taking personal responsibility as appropriate
- Ability to use own initiative
- Professional communications skills with the ability to relate well to a variety of contacts, both internal and external
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these
- Ability to identify own training and development needs and cooperate with means to address these
- Commitment to the protection and safeguarding of children and young people

Knowledge

- Knowledge and understanding of the Plain English Campaign (*desirable*)
- Knowledge of relevant policies/codes of practice and awareness of relevant legislation in connection with working with young people
- Knowledge of Data Protection and Health and Safety principles

Personal Qualities

- A positive, 'can do' attitude
- Resilience and determination
- A willingness to take on tasks outside of usual duties within grade
- Commitment to improving services and promoting a positive working environment

General

- Strong commitment to Equal Opportunities in service delivery
- Commitment to the health, safety, security and wellbeing of the school community
- Willingness to undergo First Aid training and/or Fire Marshall training.

(All essential criteria unless stated)