SEAX Multi-Academy Trust

Employee's Name .....

Employee's Signature ..... **Date** .....

Visitor Receptionist & First Aid Assistant

Job Description & Person Specification

Job Title:	**School Receptionist & Administrator**
Grade:	**Scale 3 (Points 5-6)**
Based at:	**Kingswode Hoe School**
Reports to:	**Office Manager, SLT**
Responsible for:	**n/a**
Liaison with:	**School staff, pupils, parents/carers, outside agencies**
Job Purpose:	Under the direction of the Office Manager: • To provide an exemplary visitor receptionist service to the school • To assist in providing an efficient and effective administration support service to the school
Principal Accountabilities:	• To act as the 'face of the school', providing a welcoming and professional first impression • To undertake general administration duties, as required, ensuring prioritisation of key tasks • To assist the Office Manager in providing a professional, efficient and effective administration support service to the school

Job Description: School Receptionist & Administrator

Duties:

Reception:

- Ensure school security/visitor arrangements are always complied with, including the issue of visitor's badges and signing-in procedures
- Be the first point of contact for both telephone and face to face enquiries and to take and pass on messages in an accurate timely manner
- Accept and sign for deliveries and post as appropriate
- Enter Goods Received Notes onto PS Financials and pass documentation to HR/Finance Administrator for acceptance or query
- Provide hospitality for visitors to the school
- Undertake calls to parents/carers at the request of teachers
- Routinely trouble shoot problems/issues for parents and answer queries confidently and confidentially
- Ensure that the reception area is welcoming and that all displays are current, creating a good 'first impression' for all visitors to the school
- Monitor the CCTV, if appropriate
- Operate a 'last person standing' practise, ensuring that Reception is always staffed throughout the day

Welfare & First Aid:

- Support pupil receptionist to administer first aid and medication
- Record first aid using school systems
- Liaise with parents regarding pupils sickness/injury
- Assist with visits from nurse, dentist etc
- Assist with the general welfare of pupils
- Pass on monies/lunches/messages etc to students and staff
- Support pupil receptionist with daily welfare and attendance call(s)

Clerical:

- Undertake typing and word processing as required
- Undertake filing, photocopying and reprographic work as required
- Take responsibility for sorting and distributing incoming post and sending outgoing post
- Provide general clerical support as required
- Offer support to teachers for various things including locating staff, students etc
- Access and record information on the electronic school database system eg: telephone numbers and contact details
- Record pupil information on the electronic database, eg pupil attendance, lunches and updates to personal information
- Provide reports as required from the electronic database
- Take responsibility for the accurate management of the electronic school calendar – Office 365
- Under the direction of the Office Manager, take responsibility for an area of the school website, ensuring it remains current, inviting and professional at all times
- Undertake administration of school trips and visits, ensuring risk assessments are completed appropriately
- Support pupil receptionist with liaison with transport firms as necessary

- As part of the wider administration team, share responsibility for external partner visit preparation, stationery, general clerical support, filing, photocopying, emails and typing
- Act as an advocate for the school at all times and a role model to pupils, ensuring all tasks are undertaken in a timely, professional way and with a 'can do' attitude
- Support the work of the Administrative Team under the supervision of the Office Manager, during periods of high activity and/or staff absence

Finance:

- Support Office and Finance manager with key aspects of finance administration as required

General Duties

- Establish constructive **relationships** and be supportive of, and sensitive to, the needs of colleagues, pupils and the wider school community
- Encourage **interaction and teamwork** within the school and Trust; attend relevant school meetings, as required, share ideas and new initiatives
- Respect **confidentiality** and maintain **professionalism** at all times
- Actively engage in relevant training opportunities, taking responsibility for own **professional development**
- Participate in the **performance and development review process**, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- Contribute to the overall **ethos, work and aims** of the school and Trust
- Comply with all **School and Trust policies and procedures**, including the Code of Conduct and those relating to child protection, equal opportunities, health & safety, confidentiality and data protection, reporting concerns to an appropriate person.

The duties above are neither exclusive nor exhaustive and the post-holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.

The SEAX Trust and all of its academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be required to complete a Disclosure & Barring Service (DBS) application, medical checks and references.

This job description will be reviewed annually and may be subject to change 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 Trust in relation to the post-holder's professional responsibilities and duties.

Person Specification: School Receptionist & Administrator

Qualifications & Experience			
Detail		**Essential**	**Desirable**
Specific qualifications & experience	Successful experience of administrative work in a busy environment Educated to NQF Level 2 or equivalent First aid qualifications & experience	✓ ✓	 ✓
Knowledge of relevant Procedures	Working knowledge of general school policies and procedures Understanding of School environment	 ✓	✓
Literacy	Accurate reading, writing and spelling skills	✓	
Numeracy	Accurate numeracy skills and an ability to undertake basic calculations	✓	
Technology	Ability to use photocopier Ability to use word processor, databases and other IT applications	✓ ✓	
Communication			
Written	Ability to complete basic forms	✓	
Verbal	Ability to exchange routine verbal information clearly and sensitively with children and adults	✓	
Languages	Seek support to overcome communication barriers with children and adults	✓	
Negotiating	Ability to negotiate effectively to achieve best outcomes Ability to manage difficult or controversial exchanges	✓ ✓	
Working with Children & Others			
SEND	Understand and support the differences in children and adults and respond appropriately in relation to the role	✓	
Child Development	Basic understanding of the general aspects of child development	✓	
Health & Wellbeing	Understand and support the importance of physical and emotional wellbeing	✓	
Curriculum	Basic understanding of the learning experience provided by the school in relation to the role	✓	

Behaviour Management	Understand and implement the school's behaviour management policy	✓	
Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults	✓	
Team work	Ability to work effectively with a range of other adults Ability to prioritise workload and work on own initiative	✓ ✓	
Working with partners	Understand the role of others working in and with the school	✓	
Information & GDPR	Know when, how and with whom to share information Ability to provide timely and accurate information Understanding and implementation of confidentiality	✓ ✓ ✓	
Responsibilities			
Organisational skills	Good organisational skills Ability to remain calm under pressure	✓ ✓	
Line Management	n/a		
Time Management	Ability to manage own time effectively Demonstrate a flexible approach	✓ ✓	
Creativity	Ability to follow instructions	✓	
General			
Equalities	Demonstrate a commitment to equality	✓	
Health & Safety	Basic understanding of Health & Safety	✓	
Child Protection & Safeguarding	Understand and implement child protection and safeguarding procedures	✓	
Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality Understanding and implementation of the Trust's Data Protection Policies	✓ ✓	
CPD	Be prepared to develop and learn in the role	✓	