# School Receptionist/Administrator Job Description

**Employment details**

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| Job title: | School Receptionist/administrator |
| Reports to (job title): | Administrator |
| Line Manager | School Business Manager |
| Hours of work: | 32.5 hours per week |
| Salary: | B3 - 4 |

**Main duties/responsibilities**

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| **Main Duties** |
| Undertake reception duties, answering the telephone (transferring calls, taking and delivering caller messages) and dealing with face to face enquiries |
| Signing in visitors and issuing passes, ensuring security protocols are communicated and understood by all visitors, alerting staff to the arrival of a visitor, monitoring the collection of the visitor, signing out and collecting passes as they leave |
| Understand and follow the Invacuation, Lockdown and Evacuation Policy in an emergency, by securing the doors and windows to the office and reception area. |
| Understand the Visitor Policy and ensure that its protocols are adhered to. |
| Ensure the office and reception area is welcoming and tidy. |
| Ensure school files are kept up-to-date, such as ensuring the most recent copies of school policies are available on the shared computer system. |
| Complete any photocopying which the teaching staff, the SBM or members of the SLT require. |
| To assist colleagues in any other duties which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. |
| Provide fire marshalling in line with the Fire Evacuation Policy. |
| **Parental communication** |
| Act as front of house and foster good relationships with the pupils, parents/carers and all stakeholders communication appropriately. |
| Review the registers of classrooms and telephone the parents of absent pupils to determine why they are absent. |
| For those parents who cannot be contacted, report the pupil’s absence on Behaviour Watch as soon as possible whilst following the school’s pupil absence management procedures. |
| Be responsible for the sale of uniforms by communicating prices to, and answering the questions of, parents. |
| Telephone parents to collect their child when required, e.g. because the child is ill or there is severe weather. |
| Keep up-to-date with school events and its calendar so that questions can be answered quickly and accurately. |
| Be the first point of contact for parental complaints and, if they cannot be easily resolved, pass these complains on to the relevant member of staff, e.g. the headteacher. |
| Maintain confidentiality when handling potentially sensitive tasks regarding parents and pupils, e.g. when a pupil is sent home due to illness. |
| **Administration** |
| Provide general clerical/admin. support e.g. photocopying, filing, completing standard forms, responding to routine correspondence, sorting and distributing internal / external mail and emails |
| Ensure the confidentiality of any data is maintained, in liaison with the DPO. |
| Produce a termly newsletter checking it for relevance and proper use of the English language |
| Assist with maintaining the school website, as delegated by the Headteacher and SBM. |
| Maintain manual and computerised records/management information systems. Operate relevant equipment/ICT packages/information systems (e.g. MS Office, internet, SIMS, E-mail) |
| Ensure good lines of communication between the reception and the rest of the school by ensuring that the relevant information is communicated to the relevant people. |
| Attend any relevant training programmes, such as safeguarding. |
| To assist the Business Manager in any other duties which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. |
| Manage the school’s calendar, as delegated by the SBM. |
| Assist with the organisation of school trips, e.g. typing letters to inform parents |
| Maintain stock and supplies, cataloguing and distributing as required. Maintain an up-to-date inventory of stock |
| Employ an effective, thorough and accurate method for checking delivered stock, returning unwanted items, and arranging any repairs or servicing as soon as possible, wherever required. |
| Maintain an accurate system for collecting, recording and providing receipts for a variety of incomes – e.g. in relation to school uniforms, – organising reminders for payment wherever required, in accordance with school procedures, and updating the school’s financial system as necessary. |
| Upon receiving daily attendance data, enter this accurately and promptly onto the school’s management system, and produce accurate reports regarding attendance data whenever required. |
| Produce a variety of periodic and annual reports in a timely manner, as required. |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Qualifications and training** | The successful candidate will:   * Have English and Maths GCSEs. | * Safeguarding training. * Data protection training. |
| **Experience** | The successful candidate will have experience of:   * Working in an administration role. * The financial procedures in a school setting. * Working as part of a team. * Handling confidential information. * General Data Protection Regulations | * Handling complaints and concerns from parents and other key stakeholders. * Working within a school environment. * Fire Marshall training |
| **Knowledge and skills** | The successful candidate will be able to:   * Demonstrate an understanding of their statutory requirements concerning safeguarding, equal opportunities, heath and safety and data protection. * Use financial computer databases effectively and independently. * Prioritise their workload and complete all tasks required of them. * Communicate with people over the phone in an appropriate and engaging manner, effectively answering any questions. * Demonstrate an organised and effective approach to handling a demanding workload. | * Demonstrate a working knowledge of how to manage the reputation of the school and engage with the school community. * Use Excel effectively and independently. * Use calendar management systems. |
| **Personal qualities** | The successful candidate will have:   * Excellent verbal and written communication skills. * Excellent time management and organisation skills. * The ability to work as both part of a team and independently. * The ability to maintain successful working relationships with colleagues.   The successful candidate will be:   * Able to plan and take control of situations. * Capable of handling a demanding workload and successfully prioritising work. * A good team player, with the ability to also work on their own initiative. |  |