# 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.
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| **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
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| **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.
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| **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.
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