



JOB TITLE: Receptionist/Admin Assistant

REPORTS TO: Office Manager

BAND: Grade B

JOB PURPOSE

To provide a professional receptionist service to the School liaising with Teaching staff, support staff, pupils, parents, visitors. To provide school office administration support with all forms of communication, ICT support including data entry, receiving and distributing deliveries.

KEY CORPORATE ACCOUNTABILITIES

- Commitment to the Trust's central team Vision and Values;
- To maintain awareness of and commitment to the Trust's Equality and Diversity in Employment Policy in relation to both, employment and service delivery and to observe of conduct which prevents discrimination taking place;
- To comply with all Trust' policies including Code of Conduct, Safeguarding Policy and E-Safety Policy;
- To fully comply with the Health and Safety at Work Act 1974 ect, the Trusts Health and Safety Policy and all locally agreed safe methods of work;
- At the discretion of the Head Teacher, such other activities, as may from time to time, be agreed consistent with the nature of the job describe above;
- To work with colleagues to achieve service plan objectives and targets;
To participate in the Performance Management Procedure and contribute to the identification of our own team development needs.

PRINCIPAL ACCOUNTABILITIES

Reception:

- To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate.
- To ensure school security arrangements are always complied with, including the issue of visitor's badges and signing of the visitors' book.
- To accept and sign for deliveries as appropriate.
- To provide hospitality for visitors to the school.
- Calls to parents/carers at the request of teachers.
- Trouble shooting problems/issues for parents.
- Attend meetings and training sessions as required.
- Be involved in Extra Curricula Activities, e.g. open days, presentation evenings.

Welfare:

- In the absence of the First Aider, to liaise with parents regarding pupils sickness/injury.
- To assist with visits from nurse, dentist etc.
- To assist with the general welfare of pupils.
- To pass on monies/lunches/messages
- To prepare weekly activities for pupil groups for various activities and obtaining consent from parents.
- To enter attendance data onto Sims as and when required

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The Registered Office is at William Edwards School, Stifford Clays Road, Grays, Essex, RM16 3NJ.*



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- To complete first day absence calls when required, reporting issues in line with the School's policies for health and safety, child protection, behaviour management etc.

Clerical:

- To undertake typing and word processing as required.
- To undertake filing, photocopying and reprographic work as required.
- To complete the administration of wise pay, including supporting in the recovery of outstanding dinner monies owed to the school.
- To complete the administration around the Thurrock Music school, internal & external clubs and other timetabled events.
- To be responsible for the sorting and distributing of incoming post and the sending of outgoing post, including the purchase of stamps and crediting of the franking machine.
- To provide general clerical support as required.
- To offer support to teachers for various things including locating teachers, students etc.
- Accessing information on the SIMS system for telephone numbers and contact details.
- Upkeep of on-call folder. Photocopying and distributing completed forms.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time-to-time. Any such duties should not, however, substantially change the general character of the post.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

I confirm that I have read and understood, and that I accept, the above job description:

Signature : Date: Name in full



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PERSON SPECIFICATION
Receptionist/Admin Assistant

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	Experience of reception work/school office work Educated to NVQ Level 2 or equivalent
	Knowledge of relevant policies and procedures	General understanding of the operation of a school
	Literacy	At least English GCSE (A-C) level or equivalent
	Numeracy	At least Maths GCSE (A-C) level or equivalent
	Technology	Ability to use photocopier Ability to use word processor
Communication	Written	Ability to complete basic forms
	Verbal	Ability to exchange routine verbal information clearly 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	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Basic understanding of the learning experience provided by the school
	Child Development	Basic understanding of the way in which children develop
	Health & Well being	Understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Understand the role of others working in and with the school
	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 other adults in the school
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	Good organisational skills



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	Line Management	N/A
	Time Management	Ability to manage own time effectively
	Creativity	Ability to follow instructions
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Good understanding of and commitment to child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role