



JOB DESCRIPTION

Job Title:	Receptionist/Admin Assistant
Responsible to:	PA/Development Manager
Grade:	NJC Grade 3, scale points 5 & 6

Purpose of Job

To provide an efficient and welcoming reception to enhance the 'outstanding' image of the school, provide a high quality service to all visitors, staff and students. To ensure there is an effective reception and administrative service which maintains the highest standards of service to the school's staff.

The post holder will need to be flexible and may be required to carry out different responsibilities/tasks that will fit with the level of the post depending at different times. They must be able to adapt their working practices in order to cope with any future changes in the working area in liaison with the PA/Development Manager.

Receptionist / Admin Assistant

Reception

1. Deal with general day to day enquiries from staff, parents and visitors to the school.
2. To manage the reception area of the school ensuring a positive image of the school is gained by all stakeholders visiting the school.
3. Signing visitors in and out of the school in accordance with the school's safeguarding procedures, issuing visitor passes and briefing on health and safety and safeguarding procedures.
4. Management and updating of the new automatic visitors signing in system.
5. Ensuring visitors are aware of the health and safety information that is provided for visitors to the school.

Switchboard

6. Responsible for the operation of the school switchboard ensuring prompt, polite and efficient service to all users both internal and external and acting on instructions received. Ensuring messages get to correct members of staff, taking into account urgency and discretion as appropriate.
7. Management of the school answer phone messages, updating of the answer message and forwarding to the relevant member of staff where necessary.

Post Room

8. Distribution and maintenance of the school post into staff trays.
9. Franking mail and preparing all mail for collection by the Post Office and ordering of consumables.
10. Signing for and arranging the distribution of school parcels, keeping the reception area free of parcels.
11. Contact Royal Mail and update them of post collections arrangements around school closures.
12. Record incoming examination material from the various Examination Boards and ensuring that proof of posting is obtained for examination post.



General Administrative Support

13. Management of the school admin email address and distribution of emails and documents received to relevant members of staff.
14. Recording, collating and distribution of exam certificates to students and parents.
15. Updating of information for staff and form trays in the staff room.
16. Ordering of books and stationery at the request of staff and following authorisation of Departmental Head and checking of orders on arrival.
17. Updating and collation of student planner.
18. Administrative support to the Head of SEN when required.
19. To contribute to the smooth running of the school by undertaking other administrative duties as required to support the management of the school.

Work Experience

20. Sending out and collating responses from the parent and employer Google Forms; including final permissions forms and where appropriate the disclaimer forms;
21. Management of database of student and employer database.
22. Administrative work including photocopying, letters and work experience reports, etc.

Careers Admin

23. Administrative support to the Head of Careers including photocopying and collating of resources;
24. Liaison with Inspira, external speakers and local employers
25. Support with organisation and running of careers days including greeting visitors, production of name badges etc

Health and Safety**Fire Evacuation**

26. Receptionist to wait and manage the main entrance of the school during any emergency evacuation

First Aid

27. Contacting nursing staff and emergency services in cases of accidents, when required.
28. Contacting parents, when requested, in liaison with the nurse or other members of staff, in cases of sickness, absence etc.

Responsibilities

1. Be aware of, and comply with, policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
2. Be aware of and support difference and ensure equal opportunities for all.
3. Contribute to the overall ethos/work/aims of the school.
4. Appreciate and support the role of other professionals.
5. Attend and participate in relevant meetings as required.
6. Participate in training and other learning activities and performance development as required.

This Job Description is not exhaustive and other duties and responsibilities of a similar level and nature may be required from time to time.

Health & Safety:

The Health & Safety at Work Act 1974 and amendments state it is the responsibility of all employees to comply with Health and Safety Law. The post holder will be required to attend all statutory Health & Safety training as directed.

Location:

Reception, however, the post holder may be required to work at other locations within the school from time to time. Reasonable notice of any such changes will be provided. Liaison with the Business Support Assistant to complete tasks away from reception.

Confidentiality:

Staff and Pupil information is confidential. It is a condition of employment that any employees will not use or disclose any confidential information obtained during the course of their duties to any person or body other than as directed by their Line Manager.

This post requires an enhanced DBS check.

PERSON SPECIFICATION

POST TITLE: Exams Officer

Attribute/Criteria	Essential	Desirable
Education/Qualifications/ Training	<p><i>This will include</i></p> <ul style="list-style-type: none"> • 5 GCSEs Grade C/5 or above including English and maths or equivalent. 	<p><i>This may include</i></p> <ul style="list-style-type: none"> • RSA Typing or Word processing Qualifications. • NVQ Qualifications for administration. • Previous experience of SIMS.
Knowledge & Experience	<p><i>This will include</i></p> <ul style="list-style-type: none"> • Experience of an office / reception environment. • Up to date knowledge and use of standard software applications including word, excel and databases. • Excellent telephone manner and ability to deal with a wide range of contacts. 	<p><i>This may include</i></p> <ul style="list-style-type: none"> • Experience of working in a school based / education environment.
Skills & Abilities	<p><i>This will include</i></p> <ul style="list-style-type: none"> • Ability to organise. • Ability to relate well to children and adults. • Show accuracy and attention to detail. 	<p><i>This may include</i></p> <ul style="list-style-type: none"> • Ability to be proactive in the use of IT programs and investigate solutions.
Personal Qualities	<p><i>This will include</i></p> <ul style="list-style-type: none"> • Professional appearance. • Must possess good communication skills. • Ability to see job through and cover all aspects of a project as required. • Must be able to work as a member of a team and also work on own initiative. • Must be flexible and be able to meet the demands of an ever-changing environment. • Must be able to multi task. 	<p><i>This may include</i></p>

The Selection Process

Criteria

Essential criteria as identified by the person specification must be met in full. This includes qualifications, experience and any other requirements need to perform the role in relation to working with children and young people.

To be successful, you will need to demonstrate during the recruitment process that you have these criteria.

Assessment of suitability to work with children

During the selection process your suitability to work with children and young people will be tested. This will be by means of specific questioning based on the essential and desirable criteria identified in the person specification as well as specific safeguarding questioning at interview.

Anomalies

Upon shortlisting any discrepancies or anomalies in the information provided or issues arising from references will be discussed at interview.

This may include unexplained gaps in employment history.

Verification

Keswick School MAT will contact current and previous employers if you are shortlisted as part of the pre-appointment check.

Safeguarding

Keswick School MAT is committed to safeguarding and promoting the welfare of all children and young people. There is an explicit expectation that all employees share this commitment and adhere to all safeguarding policies and procedures.

Sources of assessment

- Application form
- Performance at interview
- Verification of qualification.
- Original documents are required to be presented at interview when they are identified as essential criteria.

Equal Opportunities

It is the intention of Keswick School MAT that no member of its community will suffer unfair discrimination on the basis of their sex, age, racial origin, physical ability, educational need, sexual orientation, political persuasion or religious creed. Whether they are married or in a civil partnership, pregnant or on maternity leave or propose to, have started or have completed a process to change their gender.

Curriculum

All aspects of the curriculum will be developed in ways that avoid the exclusion of particular groups or individuals for other than sound education reasons.

Behaviour

We expect behaviour to always be impeccable.
Intimidating or insulting language will not be tolerated.

Staffing

In recruiting staff, Keswick School MAT will ensure that its practices do not discriminate against candidates or potential candidates in ways that are unconnected with their ability to perform the duties of the post.

Since young people see staff as role models every effort will be made to ensure that equality of opportunity is seen to operate at all levels in all areas of staffing.