

## Job Description

<b>Academy</b>	Deeplish Primary Academy
<b>Job Family</b>	<b>Administration (Level 1)</b>
<b>Job Title</b>	Reception/Administration Assistant.
<b>Grade</b>	FT Grade 2 – SCP 5-8
<b>Accountable to</b>	Principal
<b>Line manager</b>	Academy Business Manager

### Purpose of the role

To be the first point of contact in the reception area for all visitors including; parents, contractors, pupils and staff. To provide a range of routine general clerical and financial administrative support for the School Business Manager, the school office, and any extended facilities. To assist with the maintenance of database systems containing information on pupils and staff.

### Main Duties

#### Administration

- To ensure the effective operation of the school office including reception area, so that all aspects of the administrative function are conducted efficiently and accurately.
- Provide routine clerical support such as filing, photocopying and ensuring central stationery/first aid supplies are available.
- Provide efficient general administrative support to your line manager and the school's senior leadership team and other colleagues as required.
- To assist with the smooth operation of school's admissions and exclusions policy including the preparation of associated letters and reports as the role requires.
- To support the implementation of administrative procedures and systems.
- Take responsibility for the circulation of incoming mail/deliveries and outgoing post including governors' mailings, taking appropriate action as necessary.
- To assist with the updating of information held on the school database (s) including pupil and staff records, emergency contacts and data required for the completion of returns, for example, for the DFE, and other external organisations as required.
- To assist in the entry and extraction of data, the collation and preparation of statistics, management information and reports as required by your line manager, governors, auditors, the focus- trust and the DFE.
- To collate information for the annual and on-going free school meal applications for pupils, ensuring procedures are followed and required documentation is obtained from parents/carers, and that registers are kept up to date.
- To provide basic financial processing and transactional support, using school based systems and in line with school procedures.
- To assist in transferring data safely when database system/s are introduced and/or changed.
- To assist in the maintenance of archive files and historical data.
- Ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and within required deadlines.
- Ensure compliance within the school of data protection regulations.
- Answer incoming and internal switchboard calls, dealing with requests and enquiries and taking/sending messages as required.
- Deal with correspondence promptly and respond appropriately.
- Maintain accurate records of pupil attendance and input information as required.

#### Relationship/customers

- Have a clear customer focus, be the friendly, public face of the school and be the first point of contact
- Distribute notes, messages and letters to relevant classrooms as required.
- Ensure the reception area is clean and tidy at all times and set up refreshments for meetings as requested.

- Establish good relationships with the pupils, acting as a role model and being aware of and responding appropriately to individual needs.
- Undertake reception duties, including welcoming and escorting a wide range of visitors to the school, answering calls and taking appropriate action to deal with queries in a timely manner. This will involve ensuring all safeguarding and health and safety procedures are followed.
- To establish and maintain good relationships with all pupils, parents/carers, colleagues, suppliers, contractors and other professionals.
- Support the line manager in maintaining timely communication with parents, governors, professional bodies, outside agencies, other schools and organisations etc.
- Oversee the safe dismissal of the children at the end of the school day or after school activities as may be required.
- To assist with organizing and putting in place contingency plans, in liaison with the line manager, to meet the needs of the school office in the event of emergencies such as absence, power cuts, equipment failure, transport strikes and school closures.
- Report technical faults relating to the school database systems and equipment to the ICT support team in accordance with school reporting procedures.
- Co-ordinate and assist in updating office notice boards

### **Fulfill wider professional responsibilities**

- Make a positive contribution to the wider life and ethos of the School and the Trust.
- Develop effective professional relationships with governors, colleagues, families knowing how and when to draw on advice and specialist support.
- To be willing and able to be part of a team of first aiders/fire wardens as may be required.
- Communicate effectively with pupils, school staff and visitors.
- To participate in training and other learning activities and performance development as required.
- To 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.

### **Personal and professional conduct**

All Focus Trust staff are expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct throughout a career with the Trust.

All Staff must uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside the School, by:

- treating governors, pupils, staff, parents and visitors with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to an adult working in an School environment;
- having regard for the need to safeguard pupils' well-being, in accordance with statutory provisions;
- showing tolerance of and respect for the rights of others;
- not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs; and
- ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.

All staff working in the Focus-Trust must have proper and professional regard for the ethos, policies and practices of the School and the Trust, and maintain high standards in their own attendance and punctuality.

All staff must have an understanding of, and always act within, the statutory frameworks which set out their professional duties and responsibilities; and within the policies, handbooks and guidelines of the School and of the Focus-Trust.

### **General**

The post holder will:

- Be expected to actively support the work and ethos of the Focus-Trust.
- Be expected to undertake such additional duties as may reasonably be requested by the Principal/Headteacher or their representative.
- Respect confidentiality of staff, pupils, families and visitors and not breach this trust. Any breaches of confidentiality must be reported to the Principal/Headteacher immediately.
- Participate in arrangements for appraisal and in the identification of areas in which s/he would benefit from training and undergo such training.
- Comply with and support all policies related to equal opportunities, child protection and safeguarding of children and colleagues.

This job description is neither exhaustive nor exclusive, and it may, after consultation with the post holder be subject to modification and amendment in accordance with Trust's procedures.

Signed ..... Post holder

Signed ..... Line manager

Dated .....

**Receptionist-Administrative Assistant**  
**Person specification**

**Key:**

**App** – Application Form

**Ref** – Reference

**SP** – Selection process. This could include a range of exercises, including an interview.

<b>Knowledge, Experience and Skills</b>		
	Essential/ Desirable	How identified
<b>Experience</b>		
Experience of working in a school office	D	
Experience of using computer packages for word processing, spreadsheets, databases and researching information	E	App/SP
Experience of undertaking a wide range of office based administration and clerical tasks.	D	App/SP
Experience of team working to work effective with others and meet deadlines and goals	E	App/SP
Experience in using and maintaining accurate and quality electronic and paper based systems	D	App/SP
Experience of undertaking a range of basic financial tasks	D	App/SP
<b>Skills and abilities</b>		
Communication skills to deliver polite, courteous and effective customer service in person and over the phone	E	App/SP
Interpersonal skills to build and maintain effective working relationships with colleagues, partners and pupils	E	App/SP
Written communication skills to take accurate messages, passing them on to others	E	App/SP
Initiative to respond to unexpected problems using recognized procedures and policies as a guide	E	App/SP
Organizational skills to work under pressure to priorities and re-priorities own workload	E	App/SP
Literacy skills including spelling, grammar and punctuation to be able to compose letters, reports and other documents	E	App/SP
Numeracy skills to be able to undertake financial tasks and duties	E	App/SP
<b>Knowledge</b>		
Knowledge of key areas of legislation affecting personnel, estate management and Health and safety	D	App/SP
Knowledge of data protection and information security and a good understanding of the importance of information protection	D	App/SP
Knowledge and understanding of equality and diversity issues within a school community	D	App/SP
<b>Child protection</b>		
Understands why safeguarding is important when working with children. Able to apply CP policies and practices.	E	App/SP
Ability to deal with sensitive issues in a supportive and effective manner	E	App/SP
<b>Qualifications and training</b>		
Literacy and Numeracy skills equivalent to Level 2	E	App
Willingness to gain a basic first aid certificate (as required)	E	App
<b>Personal qualities and attributes</b>		
Moral purpose (Equality, children and adults treated with respect)	E	SP/Ref
Child centered	E	SP/Ref

Integrity – responsible adult role model and being a positive influence	E	SP/Ref
Self-motivated and able to motivate others	E	SP/Ref
Reliable and understand the importance of good attendance	E	SP/Ref
Enjoys challenge	E	SP/Ref
Works to deadlines	E	SP/Ref
Working accurately and with attention to detail	E	SP/Ref
Enthusiastic and optimistic	E	SP/Ref
Excellent problem solving/analytical skills	E	SP/Ref
Self-awareness, knowledge of strengths and limitations	E	SP/Ref
To remain calm and focused whilst dealing with many challenges in a busy environment	E	SP/Ref
To be flexible and adaptable to the ever changing needs of the school	E	SP/Ref