

Job Title:	Receptionist/Administrator
Contract Information:	Term time only Permanent Wednesday, Thursday, Friday 08:00am-16:30pm, 24 hours per week (30 minutes un-paid lunch)
Responsible to:	Admin Manager
Terms & Conditions:	NJC Support Terms and Conditions
Salary Range:	Grade 3 SCP 5-6 FTE Salary £26,427 - £26,847 per annum Actual salary pro-rata £14,530 - £14,761 per annum

Background & Vision:

Our vision for 'world class' education is one in which all pupils:

- Make outstanding progress in their learning, regardless of ability, gender, social background or ethnic origin.
- Are engaged in a curriculum suffused with memorable experiences and rich in opportunities for learning.
- Learn, with teachers, in an environment which is mutually respectful and promotes a shared enjoyment of learning.
- Develop social attitudes and behaviours founded upon the values of respect, responsibility and resilience.
- Develop the transferable skills and attitudes necessary to thrive in the global economy of the 21st Century.

Values:

Our values are at the heart of what we do.

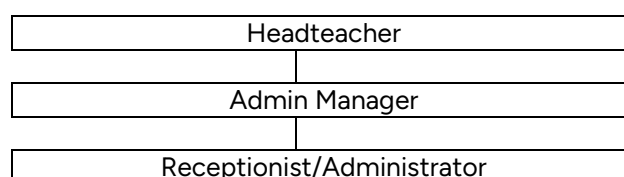
We believe that everyone excels everyday here at Hollingworth Academy. This ethos is built on our core values of **RESPECT**, **RESPONSIBILITY** and **RESILIENCE** and these values are at the heart of everything we do.

In order for every child at Hollingworth to be supported and challenged to make outstanding progress academically we need to build resilience in them to keep moving forward and take responsibility for their learning. We want considerate and confident young adults who are respected within their community, capable of successfully entering further education, employment and training. We will always have the highest expectations for all of our pupils, as their success is our success.

Purpose of the Job:

To provide a professional, welcoming and efficient reception service for the academy, ensuring all visitors, staff and pupils are supported appropriately. This role includes administrative support across various areas including Free School Meals (FSM), meeting room bookings, telephone communications and use of the MIS system (Arbor).

Organisational Chart



Control of Resources

Personnel: **None**
Financial: **None**

Health & Safety:

The postholder is responsible for their own health, safety and welfare and that of others within their care, in accordance with the academy's policy and the Health and Safety at Work Act, 1974.

Training and Development:

The postholder will be responsible for assisting in the identification of and undertaking their own training and development requirements, in accordance with the performance management framework.

Equipment/Materials:

- To be responsible for the safe use and maintenance of equipment/materials used by the postholder.
- To adhere to rules and regulations relating to the use of ICT, Email and internet/intranet access.
- The operation of general office equipment, ICT systems and the orderly storage of stationery and office supplies.

Relationships (internal and external):

Internal:

1. Teaching and support staff within the academy.
2. Users of the academy.
3. Voluntary helpers.
4. Pupils.

External:

1. Parents/Carers.
2. Visitors and stakeholders.

Key Duties and Responsibilities:

- To be the first point of contact for all visitors to the academy. To answer and operate the academy telephone switchboard and barrier system. The postholder is required to provide a professional and proactive receptionist service for an increased volume of visitors, academy events and pupils – managing multiple events and arrivals/departures at the same time
- To carry out reception duties ensuring a professional, customer focused service to both internal and external customers; including answering calls promptly and professionally, directing queries to the appropriate staff or department and supporting the management of the academy email inboxes ensuring timely responses or forwarding.
- To ensure all visitors adhere to the signing in/out system and are issued with lanyards in line with the academy's Safeguarding policy.
- To ensure all visitors adhere to the Fire Drill / Emergency Evacuation Procedures.
- To deal with incoming/outgoing mail and parcels. To accept deliveries on behalf of the academy's Facilities Management provider when FM Staff are unavailable. To make Facilities Management aware of any deliveries that have arrived.
- To manage reception and meeting room bookings, including the visitor's diary for staff and external visitors, ensuring availability and appropriate set up.
- To ensure that the reception area and interview rooms are maintained to a high standard.
- To manage the administration of FSM applications, renewals and issuing of vouchers, including Early Help and holiday activity vouchers. Maintaining accurate records of pupil FSM eligibility as informed by RBC/OBE and liaise with relevant contacts to ensure provision is up to date.
- To support the School Improvement Plan (SIP) by actively reviewing and developing current systems.
- To provide administrative support to support teams as required.

- Use the academy's MIS system (Arbor) to update pupil records, attendance and communication logs. Assist with general administrative tasks such as photocopying, filing, data entry, issuing of pink slips, pupil lates, exam certificates and distributing post.
- To undertake any additional duties not specifically listed above which form part of the wider whole-school administrative function, including, but not limited to, the administration of detentions, first aid support and free school meals.

General Responsibilities:

- The postholder must perform their duties in accordance with the academy's Equal Opportunities Policy; be aware of, support and ensure equal opportunities for all; and have due regard to the Public Sector Equality Duty.
- To comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To contribute to the academy ethos, values, aims and development/improvement plan.
- To attend meetings within the Trust, at its academies and external events, as required.
- To participate in training and other learning activities and performance development as required.
- To maintain confidentiality always in respect of academy-related matters and to prevent disclosure of confidential and sensitive information.
- To work with and process personal and sensitive information in accordance with Data Protection Act 2018 including the General Data Protection Regulations (GDPR) 2018.
- To understand and comply with the statutory guidance regarding safeguarding of children, ensuring the safeguarding and promotion of children's welfare at all times, reporting any concerns to the Designated Safeguarding Lead immediately.
- To carry out their duties with due regard to current and future academy/Trust policies, procedures and relevant legislation. These will be drawn to the postholder's attention during the recruitment process, induction, staff code of conduct, ongoing performance development and through Trust communications.

Hollingworth Academy expects employees to work flexibly within the framework of the duties and responsibilities above. This means that the postholder may be expected to carry out work that is not specified in the job profile, but which is commensurate with the grade of the role within the remit of the duties and responsibilities.

This job description will be reviewed to reflect the plans, growth and development of the academy.

Information for all applicants / postholders:

Hollingworth Academy is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment.

The successful candidate will have to meet the person specification and will be required to apply for an enhanced DBS disclosure and all other pre-employment checks outlined in Keeping Children Safe in Education. All appointments are subject to Safer Recruitment practices.

We particularly welcome applicants from under-represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.

Signed	Postholder	Date
Signed	Line Manager	Date

"EVERYONE EXCELS EVERYDAY"