

<b>Role</b>	<b>Receptionist and Administrative Assistant</b>
<b>Job Purpose</b>	<p>To provide a customer-focused and efficient reception service to visitors and telephone callers</p> <p>To present a welcoming and professional image of the school</p> <p>To assist in providing a general administrative service to support the smooth running of the school.</p>
<b>Accountable to:</b>	Head's PA
<b>Accountable for:</b>	No line management responsibility
<b>Accountabilities</b>	<p><b>1. Communications</b></p> <ul style="list-style-type: none"> <li>a. Greet all visitors on arrival to ensure that they are made to feel welcome, and that their requirements are met or enquiries responded to as quickly as possible.</li> <li>b. Ensure that all visitors (going beyond reception) sign in and out and are provided with security passes to meet the requirements of security and health and safety.</li> <li>c. Operate the main switchboard and clear all incoming telephone calls as rapidly as possible, if necessary advising the caller of any delay, non-availability, or taking a brief message to be passed on as soon as possible.</li> <li>d. Monitor the answerphone, fax and general enquiry e-mails and deal with enquiries or refer messages promptly to an appropriate member of staff.</li> <li>e. Deal with day to day queries from staff, students and parents, referring them promptly to an appropriate member of staff as relevant.</li> <li>f. Ensure that the reception area is covered at all times in accordance with agreed arrangements, including cover for meal and refreshment breaks.</li> <li>g. Produce and issue correspondence in a variety of media as required.</li> <li>h. Maintain telephone number lists and extension board updated in line with staff and/or location changes.</li> <li>i. If required, keep contact details and other information displayed (eg timetables, fixtures, events, menus etc.) on school website and other information sources up to date.</li> </ul>

	<p>j. In the event of the fire alarm sound, follow evacuation procedures.</p> <p>k. Work closely with other reception and administrative staff sites to ensure continuity and efficiency of service.</p> <p><b>2. Management of resources</b></p> <p>a. Receive all incoming deliveries, checking and signing all delivery notes and informing the relevant person/department, in order to keep the reception area clear.</p> <p>b. Report all telephone/fax faults to IT or the appropriate supplier as soon as possible.</p> <p>c. Ensure all monies received are secured in safe and records maintained to supply to finance.</p> <p>d. Maintain records of petty cash and liaise with finance as required.</p> <p>e. In conjunction with the Reprographics Officer ensure that the franking machine has sufficient credit and that appropriate stocks of stationery (including stamps) are maintained in the school office/reprographics room.</p> <p><b>3. Marketing and external links</b></p> <p>a. Deal with routine enquiries for factual information about the school and send out school information packs and other marketing materials as required.</p> <p>b. Ensure that the reception desk, reception area and personal presentation of reception staff reflect an attractive, professional image at all times.</p> <p>c. Maintain marketing displays and other information in the reception area to ensure that materials are appropriate and up to date.</p> <p>d. Assist as required with all administrative and marketing duties associated with school events including performances, shows, exhibitions, meetings, parents' conferences, open days and personal tours/visits.</p> <p><b>4. Pastoral care</b></p> <p>a. Provide a supportive and sympathetic point of contact for students or parents in distress, summoning assistance as required.</p> <p>b. If qualified, provide emergency first aid to staff and students in the absence of other first aiders.</p>
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**5. Registration and Visitor Management**

- a. Monitor registration system, contacting parents in the event of any unexplained pupil absence, advising appropriate members of staff if pupils are missing from lessons, amendments to registers as required and printing out daily register for fire/emergency evacuations.
- b. Ensure that all visitors are properly registered in the school's visitor management system, are issued with a visitor's badge and are held in the school reception or other designated area until collected by an appropriate member of staff. On departure, ensure that all visitors are 'signed out' in accordance with the school policy.

**6. Administration**

- a. Help to foster a service orientated, 'can do', approach and a culture of support within the administrative team, ensuring that there are mutually supportive working relationships between academic and support staff.
- b. As part of the administration team, provide general administrative and secretarial services as required, including processing of documents, reports, presentations, data input etc using appropriate software packages and ensuring that the quality of work produced is appropriate for its purpose and produced within designated timescales.
- c. Maintain fire drill records as required, ensuring all forms are present and up-to-date.
- d. Record and frank all daily outgoing post as required.
- e. Maintain all administration and reception stationery/forms (signing in/out sheets, parking permit forms etc) as necessary.
- f. Ensure that Reception Newsletter files are up-to-date, prepare and issue newsletters as required.
- g. Maintain records of all other chargeable supplies to pupils as required ensuring that arrangements are in place to ensure appropriate supply of the relevant goods/services and that appropriate charges are raised on a timely basis.
- h. Maintain sickness absence records and prepare regular returns.
- i. Ensure that all pupil filing is maintained as required.

	<ul style="list-style-type: none"> <li>j. Maintain school databases as required including updates to SIMs and RIVO.</li> <li>k. Liaise with and provide support as required to academic staff to assist with making arrangements for sporting activities, educational visits, extra-curricular activities and charity events.</li> <li>l. Ensure that any other signing-in and parking permit allocation policies are adhered to as required.</li> </ul>
<b>General requirements</b>	<p>All school staff are expected to:</p> <ul style="list-style-type: none"> <li>a. Work towards and support the school vision and the current school objectives outlined in the School Development Plan.</li> <li>b. Willingness to contribute to the school's programme of extra-curricular activities, if required.</li> <li>c. Support and contribute to the school's responsibility for safeguarding students.</li> <li>d. Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors</li> <li>e. Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.</li> <li>f. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.</li> <li>g. Engage actively in the performance review process.</li> <li>h. Adhere to policies as set out in the GDST Council Regulations, ORACLE and GDST circulars.</li> <li>i. Undertake other reasonable duties related to the job purpose required from time to time.</li> <li>j. Be a positive role model to staff and pupils.</li> <li>k. Adhere to the School's dress-code.</li> </ul>
<b>Review and Amendment</b>	<p>This job description should be seen as enabling rather than restrictive and will be subject to regular review.</p>
<b>Remuneration</b>	

**Person Specification**

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**Skills Required**

Excellent interpersonal and communication skills including the ability to relate well to people on all levels with sensitivity, tact and diplomacy	Essential
Clear spoken English	Essential
Evidence of a pro-active approach to planning and prioritising work, with the ability to use initiative appropriately	Essential
ICT competence at a level to meet the demands of the job	Essential
Good organisational skills	Essential
Ability to communicate effectively with all members of the school community	Essential
Excellent telephone manner	Essential
Typing speed of at least 70 words per minute	Desirable
Enthusiastic approach to customer service	Essential
Shorthand/speedwriting of at least 80 words per minute	Desirable
Desk top publishing skills	Desirable
Ability to summarise complex discussions in writing (eg for minute taking)	Desirable
Sufficient literacy and numeracy to write clear messages and to keep statistical records	Essential

**Knowledge Base**

Knowledge of Microsoft Office	Essential
Knowledge of SIMs database	Desirable
Knowledge of safeguarding issues	Desirable

**Attainment**

	Level	
NVQ in Communication or Customer Service	2 or higher	Desirable
Numeracy and literacy skills to GCSE or equivalent		Desirable

**Experience**

Experience of dealing with the public face to face and on the telephone	Essential
Experience of operating a switchboard	Desirable

**Attitude/approach**

Honesty and integrity	Essential
Able to demonstrate adaptability and flexibility	Essential
Approachable	Essential

High expectations of oneself, as well as of others,	Essential
Ability to remain calm in sensitive or potentially volatile situations	Essential
Ability to listen and make reasoned and informed judgements	Essential

**Personal Attributes**

Enthusiastic, positive and hard-working	Essential
Calm, flexible, approachable attitude	Essential
Ability to solve problems, make good judgements and take decisions	Essential
Ability to work under pressure, on own initiative, accurately and with attention to detail	Essential
Commitment to the improvement and development of own performance	Essential
Self-motivation and a willingness to accept responsibility	Essential
Commitment to maintaining the caring and supportive ethos of the School	Essential
Commitment to the safeguarding of children and young people	Essential
Attention to detail	Essential
Well-presented appearance and professional manner	Essential
Self-motivated and able to work with minimal supervision	Essential
Ability to work flexibly as part of a team	Essential
Understanding of the importance of confidentiality	Essential