

## Job Description for the Post of: **Administrator & Receptionist (Part-Time)**

### **Introduction**

Job descriptions have been written to help produce an effective school. They are written statements of what the jobs involve, what staff are expected to do and the responsibilities involved in the jobs. They thereby provide a basic framework for the discharging of professional and managerial responsibilities. These basic frameworks provide a means by which job-holders and persons assuming the responsibility for the job-holders can mutually discuss the nature of the job.

Job descriptions also allow others in the school to understand what the jobs entail. They are not meant to be static or exclusive; rather, the nature of a school environment means that flexibility in jobs is desirable and inevitable. It is the spirit in which jobs are performed which is important to an effective school.

### **Responsible To**

To be responsible to the Head through the Human Resources Manager.

### **Main Purpose of Job**

To provide an efficient, safe and welcoming reception service and an efficient and effective administrative support service to colleagues, visitors and callers and to work collaboratively with other administrative staff and colleagues.

### **Main Tasks**

1. To ensure the safety and wellbeing of all students and to report any safeguarding or child protection concerns through the school's reporting procedures. To contribute to the safety and wellbeing of colleagues.
2. To manage the main reception desk from 08:00 – 09:00 & 12:30 – 13:00 every day and flexible opening times during school holidays, ensuring all visitors receive an efficient, professional, approachable and welcoming service, and that all visitors are logged in and out in accordance with the visitor's access system and health and safety policy. To oversee the access barriers to the car parks.
  - To process incoming telephone messages, ensuring queries are passed onto colleagues promptly, using email where necessary. To manage the 'office@' & 'reception@' email addresses, and promptly respond to or forward general enquiries received via email.
  - To respond promptly to requests for bookings of meeting rooms, informing staff as appropriate.
  - To maintain the Inventory Tracking System records and make sure it is up-to-date.
  - To be aware of the daily calendar of events of the school, eg the cover list/list of absent staff, timetable/room changes and duty rotas, so that enquiries and visitors are responded to effectively and without unnecessary delay.
  - To sort and distribute incoming post and prepare/log outgoing post for Royal Mail collection.
3. To maintain the confidential nature of information relating to the school, colleagues, students, parents and carers and to ensure data protection regulations are complied with and maintained, storing necessary correspondence as required.

4. To be responsible for the provision of administrative and clerical support on a daily basis. This will include working with the Student Service Coordinator to provide administrative support to:
  - Student Services Team, including production of learning resources, letter, emails and SMS from staff to parents. And assist in organizing school events, meetings, and parent-teacher conferences, etc. And to prepare materials and set up for events as needed;
  - The Head of KS4, Careers Lead, Pastoral Team, and HR Team;
  - The Data Manager, Exam Officer, Admission Manager and Reprographics Technician, such as data entry, support the assessment processes, photocopying, etc.
5. To provide general administrative support for school as required, for example:
  - Addressing envelopes, document scanning, making up information packs and helping administrative colleagues during busy periods, photocopying and filing as required.
  - To ensure school signage is updates as and when required.
  - To monitor stock levels of stationery in the office, particularly ensuring good levels of stock in preparation for events.
6. To be able to use the appropriate modules of the school's information management system (such as SIMS, ClassChart, etc.). and other software, eg word processing, spreadsheets, database, presentation, desktop publishing and internet and email. To type and word process documents and letters, including the inputting of data and using mail-merge where required.
7. To work flexibly, assisting colleagues during busy periods, and support team members to provide an efficient and effective administrative service.
8. To communicate effectively, verbally and in writing, with staff throughout the school, parents, visitors, students, suppliers and third parties, using tact and discretion where necessary.
9. To support a service-oriented 'can-do' approach and a culture of support within the administrative team.
10. To undertake training where necessary.
11. To undertake other duties as required and in line with the grade and responsibilities of the post.

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