

JOB DESCRIPTION

Job Title Receptionist/Office Administrator		Grade and Salary Range Grade 4 Level 1 - 4 £18,865 to £20,013 per annum, pro rata
Reports to Headteacher's PA		Actual Salary Range £13,119 to £13,918 per annum
1.	MAIN PURPOSE OF JOB To provide an efficient and effective reception and administration support function within school, under the guidance of a more senior colleague/Head of School.	
2.	CORE RESPONSIBILITIES, TASKS AND DUTIES	
	i	General administrative and advisory support to members of staff.
	ii	Reception duties: <ul style="list-style-type: none"> • first point of contact for external telephone calls; • general enquiries; • receive visitors, ensuring they are dealt with promptly and courteously; • implement school's safeguarding policies with regard to visitors.
	iii	Receipting monies received for school trips etc.
	iv	Producing word processed documents, standard letters and forms.
	v	Routine clerical support (filing, photocopying, scanning, faxing). Sort, distribute, post/mail. Support extended school activities. Processing and monitoring school mailbox (email).
	vi	Support teaching staff to maintain registers and record student absences. Administrative support relating to ParentPay system.
	vii	General support for school trips/special events.
	viii	Provision of student welfare/first aid.
3.	SUPERVISION / MANAGEMENT OF PEOPLE Number reporting: Direct - None Indirect - None No responsibility for others, other than helping in the induction of new staff members.	

4.	<p>CREATIVITY AND INNOVATION</p> <p>Subject to supervision, established procedures, practices and daily routines, the postholder has the ability to suggest a better working practice and to implement it with the mutual agreement of the line manager.</p> <p>May need to deal with routine problems.</p> <p>Respond to routine correspondence.</p> <p>Design and apply IT systems to support own work.</p> <p>Ability to give routine advice and seek information from students/parents.</p>				
5.	<p>CONTACTS AND RELATIONSHIPS</p> <p>Under the guidance of a more senior colleague/Head of School.</p> <p>Internal</p> <p>Daily contact with teaching and support staff in respect of requests for and progress of allied work and coordinated tasks.</p> <p>Students across all year groups.</p> <p>Governing body and MAT members.</p> <p>External</p> <p>Regular contact with parents/carers, local authority officers, Social Services, external agencies, suppliers.</p>				
6.	<p>DECISIONS - discretion and consequences</p> <p>Working within understood school policies, use initiative and judgement.</p> <p>Make decisions from an established range of alternatives, eg ordering supplies, inputting/updating information on relevant systems.</p> <p>Use discretion when responding to enquiries so as not to commit any breaches of confidentiality.</p> <p>Judgements involving straightforward, job-related facts or situations.</p> <p>Can suggest modifications/variations to practices.</p> <p>The administration which the jobholder undertakes has an impact on the internal efficiency of the operations of the department and the service it provides to staff, students and parents/carers.</p>				
7.	<p>RESOURCES - financial and equipment <i>(Not budget, and not including desktop equipment.)</i></p> <table border="0"> <thead> <tr> <th data-bbox="268 1518 405 1547"><u>Description</u></th> <th data-bbox="991 1518 1062 1547"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="268 1585 1385 1653">Normal office equipment, responsible for the accurate handling and security of small sums of cash and cheques.</td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	Normal office equipment, responsible for the accurate handling and security of small sums of cash and cheques.	
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8. WORK ENVIRONMENT - work demands, physical demands, working conditions and work context

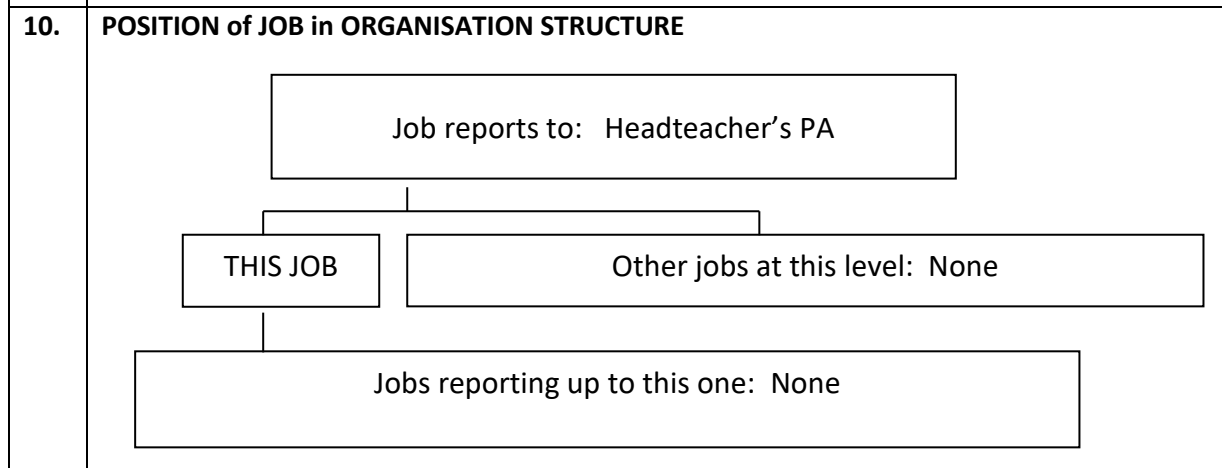
Work demands
The job mainly has a constant predictable workload with routine. Required to work to deadlines.

Physical demands
Physical demands are those generally found in an office environment. The role is largely office bound but will involve moving around the school premises.

Working conditions
No unpleasant working conditions. Normal office environment.

Work context
The job holder may have limited exposure to abuse/aggression from some pupils, parents and carers and a risk from contagious illnesses.

- 9. KNOWLEDGE AND SKILLS**
- Excellent administrative skills and the ability to manage logistical challenges.
 - A track-record of working effectively in a receptionist/administrative role.
 - Knowledge of the secondary school curriculum is preferred.
 - High level of IT literacy, especially in the use of data management systems. Specialist skills, including experience of SIMS Capita is desirable.
 - Ability to work independently after suitable induction.
 - Ability to manipulate data and produce meaningful, accurate reports and a good understanding of data protection principles.
 - Highly developed personal organisation skills and accuracy.
 - Good communication skills with adults and students.
 - Ability to work well under pressure to tight deadlines.
 - A proactive record of CPD.



Job Description agreed by:	Name:	Signature:	Date:
Job Holder			
Manager			