

Job Description – Receptionist and Administration Assistant

Pay scale	Scale 3 within the range of points 5 to 6
Reports to	Headteacher, School Business Manager
Liaison with	Headteacher, School Business Manager, SLT, Other staff, pupils, Parents, Visitors, External Agencies
Purpose of the Job	To provide effective and efficient reception, clerical and welfare support to the school.
Duties	<p>Reception</p> <ul style="list-style-type: none"> • To be the first point of contact for both telephone and face to face enquiries, taking and resolving messages where appropriate • To ensure school security arrangements are always complied with, including the issue of visitor badges and signing of the visitor book • To accept and sign for deliveries as appropriate • To provide hospitality for visitors to the school • To manage incoming emails to the school, ensuring that replies are issued promptly, forwarding as necessary and coordinating responses.
	<p>Welfare and attendance</p> <ul style="list-style-type: none"> • To administer first aid to pupils as required, in keeping with the school's policy and request the ordering of first aid supplies as necessary • To liaise with parents regarding pupil sickness/injury and attendance when required • To administer medication to pupils in line with agreed policies and procedures and to ensure good record-keeping
	<p>Administration</p> <ul style="list-style-type: none"> • To undertake filing, photocopying, general administration and any reprographic support required • To assist with the monitoring and maintenance of stock and order supplies as necessary • To collate school meal numbers daily and provide accurate numbers to the kitchen

	<p><u>General</u></p> <ul style="list-style-type: none"> • To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager • To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace • Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy • The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade
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PERSON SPECIFICATION

General heading	Detail	Desirable	Essential
Qualifications & Experience	Specific qualifications & experience	<ul style="list-style-type: none"> • Experience of administrative work in a busy office environment • First Aid Qualification or willingness to be trained accordingly 	<ul style="list-style-type: none"> • Educated to NVQ Level 2 or equivalent
	Literacy		<ul style="list-style-type: none"> • Good reading and writing skills
	Numeracy		<ul style="list-style-type: none"> • Ability to count and undertake calculations
	Technology		<ul style="list-style-type: none"> • Ability to use photocopier • Ability to use email and word processing software
Communication	Written		<ul style="list-style-type: none"> • Ability to complete forms, write routine letter
	Verbal		<ul style="list-style-type: none"> • Ability to exchange verbal information clearly and sensitively with children and adults
	Languages	<ul style="list-style-type: none"> • Ability to seek support to overcome communication barriers with children and adults 	
	Negotiating	<ul style="list-style-type: none"> • Ability to consult with colleagues 	
Working with children	Behaviour Management	<ul style="list-style-type: none"> • Previous experience of working within a school behaviour management policy 	
	Special educational needs	<ul style="list-style-type: none"> • Ability to understand and support the differences in children and adults and respond appropriately in relation to the role 	

	Health & Well being		<ul style="list-style-type: none"> • Understand the importance of physical and emotional wellbeing • Ability to support children who may be unwell
Working with others	Working with partners	<ul style="list-style-type: none"> • Ability to understand the role of others working in and with the school 	
	Relationships		<ul style="list-style-type: none"> • Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team work		<ul style="list-style-type: none"> • Ability to work effectively with other adults in the school • Ability to work on own
	Information	<ul style="list-style-type: none"> • Ability to provide timely and accurate information 	
Responsibilities	Organisational skills		<ul style="list-style-type: none"> • Good organisational skills • Ability to work accurately with attention to detail
	Time Management		<ul style="list-style-type: none"> • Ability to manage own time effectively
General	Equalities		<ul style="list-style-type: none"> • Demonstrate a commitment to equality
	Health & Safety	<ul style="list-style-type: none"> • Working knowledge and good understanding of Health & Safety 	
	Child Protection	<ul style="list-style-type: none"> • Understand and implement child protection procedures 	
	Confidentiality/Data Protection	<ul style="list-style-type: none"> • Understand procedures and legislation relating to confidentiality 	
	CPD		<ul style="list-style-type: none"> • Be prepared to develop and learn in the role