

Job Description

Academy	Thornhill J & I School
Job title	Receptionist/Administration support
Grade	Spinal Point 4-5
Accountable to	Headteacher
Line manager	School Business Manager/Headteacher

Purpose of the role

Working in the reception area of the Academy. Dealing with parents, visitors, pupils and staff. Maintaining database systems containing information on pupils and staff. Providing a range of administrative support for the School Business Manager and the Academy office and any extended facilities.

Main Duties

- To work on the Academy's reception area ensuring an efficient and welcoming reception service to all visitors.
- Provide administrative support to the office team.
- Establish good relationships with pupils, acting as a role model and being aware of and responding appropriately to individual needs.

Duties and Responsibilities:

Administration

- To ensure that stationery and standard forms are up to date and maintain supplies and resources.
- Ensure that printers/copiers are fully stocked of paper, reporting any faults.
- Dealing with incoming and outgoing post/emails.
- Receive deliveries and collections.
- Deal with correspondence promptly and as required.
- To ensure that the reception area is kept clean and tidy.
- Assist with all photocopying for the Academy office and teaching staff,
- Assist with filing for the Academy office, ensuring the files are in good order and documents are filed correctly.
- Monitor the Academy diary, Academy website and reception screen.
- Accurately input data onto the Academy systems, compile statistics using appropriate computer software packages, eg Excel and other associated systems to prepare information for management reports.
- in liaison with the Business Manager assist in the administration of financial systems such as processing orders and recording school meals/visits.
- Administer medication and undertake first aid duties to pupils.

Relationships and customers

- Distribute notes, messages and letters to relevant classrooms.
- To act as the first point of contact for families, enquiries and visitors.
- Provide accurate and relevant information to all enquiries.
- Record details of visitors including any record of identification in line with the Academy's safeguarding procedures.
- Answer the Academy phone, deal with enquiries, filter calls and take accurate messages for Academy staff.
- To oversee the safe dismissal of children at the end of the school day and after extra-curricular activities

Equipment and environment

- To be aware of and undertake Fire Warden duties in the event of a Fire Drill/Alarm.
- To set up coffee, tea and water for any meetings or interviews, as requested.

Fulfill wider professional responsibilities

- Make a positive contribution to the wider life and ethos of the Academy and the Trust.
- Develop effective professional relationships with governors, colleagues, parents knowing how and when to draw on advice and specialist support.
- Communicate effectively with pupils, Academy staff and visitors.
- To participate in training and other learning activities and performance development as required.
- To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Personal and professional conduct

An administrator is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct throughout an administrator's Academy career.

Academy administrators uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside the Academy, by:

- treating governors, pupils, staff, parents and visitors with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to an adult working in an academy environment;
- having regard for the need to safeguard pupils' well-being, in accordance with statutory provisions;
- showing tolerance of and respect for the rights of others;
- not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs; and
- ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.

Professionals working in the Focus-Trust must have proper and professional regard for the ethos, policies and practices of the Academy and the Trust, and maintain high standards in their own attendance and punctuality.

Professionals must have an understanding of, and always act within, the statutory frameworks which set out their professional duties and responsibilities; and within the policies, handbooks and guidelines of the Academy and of the Focus-Trust.

General

The post holder will:

- Be expected to actively support work and ethos of the Focus-Trust.
- Be expected to undertake such additional duties as may reasonably be requested by the Headteacher or their representative.
- Respect confidentiality of staff, pupils, families and visitors and not breach this trust. Any breaches of confidentiality must be reported to the Headteacher immediately.
- Participate in arrangements for appraisal and in the identification of areas in which s/he would benefit from training and undergo such training.
- Comply with and support all policies related to equal opportunities, child protection and safeguarding of children and colleagues.

This job description is neither exhaustive nor exclusive, and it may, after consultation with the post holder be subject to modification and amendment in accordance with the needs of the Academy.

Signed Post holder

Signed Headteacher/Line manager

Dated

Person Specification for Receptionist/Administration support

Essential Criteria	How Identified
Skills: <ul style="list-style-type: none"> • Ability to build and form good relationships with pupils, colleagues and other professionals. • Ability to work constructively as part of a team, understanding Academy roles and responsibilities. • Excellent and meticulous organisational skills. • Excellent verbal and written communication skills appropriate to the need to communicate effectively with colleagues, pupils, other professionals. • Ability to absorb and understand a wide range of information. • Ability to manage and deal with confidential data/issues appropriately. • Ability to provide and seek relevant advice. • Ability to proficiently use office computer software including word-processing, spreadsheet, database and internet systems. 	} } } } } } } Application form and } selection process. } } } } }
Knowledge and Understanding <ul style="list-style-type: none"> • Good standard of numeracy and literacy skills. 	Application form and selection process.
Qualifications / Training <ul style="list-style-type: none"> • Willingness to participate in development and training opportunities • Willingness to gain a Pediatric First Aid certificate. 	} Application form and } } selection process.
Other conditions	Enhanced DBS Disclosure clearance