

Administrator/Receptionist Role Profile

Role Title	Admin Support Officer/Receptionist	Reporting to	Administration Manager
Section	Administration		
Contract type	Permanent, 37 hours per week,	Grade / Salary	Band C

Part A – JOB DESCRIPTION

Overall purpose of role	Working closely with the Administration Manager you will manage a comprehensive, professional and customer focused reception service in addition to taking responsibility for carrying out administrative service to support the school.
Safeguarding Requirements	This post requires the post holder to work in settings with children and young adults. Any employment offer is therefore subject to the results of an Enhanced Disclosure from the Disclosure and Barring Service (DBS).

Key Outputs

1. Provide high quality administrative support to management, teaching and support staff utilising available technology, ensuring that all work is completed on schedule
2. Assist in the production and updating of school documents, publications and handbooks under the supervision of the appropriate member of staff
3. Assist in the effective and efficient operation and management of the school's computerised central management information system inputting all relevant data and ensuring that all aspects of the system are maintained and kept up to date
4. To collate and distribute incoming mail and messages and process outgoing communication
5. Take minutes and type the minutes for meetings as directed by the Administration Manager
6. To manage the main switchboard, routing calls as appropriate, taking, recording and passing on messages as necessary
7. Administration of all school trips, visits and activities, including the liaison with LA and using their online system. Ensure all the information is collated for the responsible officer to approve
8. Assist in the analysis of data as directed by Administration Manager
9. Proof read and collating information for marketing materials to be produced, a high level of attention to details is required
10. Maintaining cash records for stamps and postage
11. Operate photocopiers, industrial printers, and other reprographic equipment; producing, collating and distributing work as required
12. Maintaining records of reprographic work completed for finance to internal charge departments
13. Be aware of current copyright legislation and maintain records as required
14. To maintain the highest professional standards in relation to staff, students, parents and carers, and external agencies

15. Provide all parents/carers, students and visitors to the school with relevant support and information on all aspects pertaining to the life of the school
16. Ensure all communication with staff, parents and students, processed through the general office is checked for accuracy
17. To liaise with heads of departments, and pastoral team, with regards to administration of events including supporting presentation evenings, induction evenings etc.
18. To maintain and manage the reception area, providing a welcoming environment for all visitors, ensuring they follow the signing in procedure and are aware of the Safeguarding procedures
19. Preparing reports and updates for key stakeholders as required
20. Constantly review procedures and environments to maximise efficiencies
21. Maintain efficient and effective office management and filing systems
22. To be responsible for the effective management of MyEd, including keeping records up to date, checking the accuracy of the messages, ensuring they are sent on time and registering new staff and students on the system
23. Ensure full compliance with GDPR legislation and regulations for admin area
24. Committing to and work towards our ambition to deliver an outstanding education for children and young people in our schools, taking appropriate action to ensure that your team members do likewise
25. Any other responsibilities commensurate within the requirements for this role or as directed by the Administration Manager/Headteacher and flexibility to support colleagues across the School.
26. As part of your wider duties and responsibilities you are required to promote and actively support the School's responsibilities towards Safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have.
27. To act as an appointed person to deal with First Aid issues as required. To make arrangements for sick/injured pupils to be taken home or to hospital as required. Ensure adequate stock of First Aid supplies and record accordingly. Undergo emergency first aid training.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- Range of Teachers / Support Staff approx. – Approximately 850
- Number of sites – one.

Work/Business contacts

Internal: All teachers and support staff, trainees.

External: Visitors, parents, external agencies and other schools.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Two years' administration experience	Essential
• Level 3 administration qualification or equivalent work experience	Essential
• Demonstrate effective team working and able to develop co-operative working relationships across the School	Essential
• Ability to carry out general administrative skills and to deal with a variety of tasks such as filing, typing, distribution of post, etc	Essential
• Ability to communicate effectively in writing, on the telephone and face to face	Essential
• Diplomatic approach in dealing with difficult situations	Essential
• Ability to prioritise to ensure that deadlines are met, whilst working under pressure	Essential
• Ability to use computer systems to an advanced level, including Microsoft Office and database systems	Essential
• Ability to work on own initiative	Essential
• Ability to maintain strict confidentiality in all matters	Essential
• Experience of working in a school setting	Desirable
Other (Physical, mobility, local conditions)	
• Willing to work flexibly within scope of overall hours, e.g. occasional evening meetings	Desirable

Expertise in Role - After initial development - Level 2

- Developed relationships with key staff across the school and wider organisation.
- Developed relationships with key external contacts
- Delivering an excellent administrative service across the school.

Expertise in Role (Advanced - Level 3)

- Used by colleagues as the main point of contact for all enquires.
- Developed and implemented systems and procedures to ensure the administrative services is operating efficiently and effectively.
- Expertise in school systems and processes

Structure

Admin Manager

**Admin Support
Officer/Receptionist**

Signatures

Approved by : CEO/Headteacher

Approved by : Post Holder/or Representative
