

Job Description

Job Title: Receptionist/Administrator

Responsible To: Directly responsible to the Office Manager

Responsible For: No other members of staff

Hours: Hours per week to be negotiated, 39 weeks per year

Salary: GS 4

Job Purpose:

- To provide an effective, efficient and courteous reception and administrative service; promoting a positive image of the school.

Main Duties:

The principal accountabilities of the role are set out below but they are not intended to reflect an exhaustive list of duties.

Reception/Communication

- To warmly welcome all visitors promoting a positive image of the school. Ensuring that visitors sign in and out, are given the appropriate badge and are aware of the procedures in the event of a fire. To also keep staff signing in and out records.
- To efficiently deal with routine enquiries and requests from staff, visitors and students, referring matters to the relevant staff member or taking messages as required.
- To efficiently deal with relevant child protection protocol in a sensitive manner: referring matters to the relevant staff member.
- To ensure that safeguarding policy and procedures are observed and managed to ensure the safety of students and staff.
- To operate the switchboard ensuring that calls (including voicemails) are routed promptly and messages are accurately recorded where necessary.
- To ensure that student absences and signing in/out records are maintained promptly and accurately in SIMS during school hours.
- To regularly monitor the office email, forwarding correspondence to the relevant staff members and responding to queries in a timely manner.
- To sign for parcels and mail, in addition to franking all outgoing post ensuring that adequate supplies are held securely on site.
- To assist with reprographics, to ensure the production of high quality materials for student and staff use.
- To undertake routine administrative support for the school, as directed by the Office Manager.
- To organise second-hand uniform donations in liaison with PTA members.
- To ensure that communication with all stakeholders is conducted in a courteous and efficient manner.
- To plan, organise and prioritise daily tasks to ensure they are completed to time and to an appropriate standard.

Other

- To actively safeguard and promote the welfare of students.
- To adhere to and understand the school's Safeguarding and Child Protection policy and reporting procedures.
- To adhere to and understand the school's GDPR policy.

December 2020

George Abbot School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Person Specification

Selection Criteria	Assessment Method
Qualifications and Experience	
<p>Essential:</p> <ul style="list-style-type: none"> ▪ Minimum of 3 GCSE's at grade C or above, or equivalent, or able to evidence ability at an equivalent level <p>Highly Desirable:</p> <ul style="list-style-type: none"> ▪ Previous office and/or customer service experience ▪ Evidence of further professional development ▪ Knowledge of best practice and procedures for safeguarding children and young people. 	<p>Application form Certificates Personal statement References Interview</p>
Professional Qualities	
<p>Essential:</p> <ul style="list-style-type: none"> ▪ Committed to the maintenance and development of good relationships with staff, students, parents, governors and the community ▪ Committed to working with others to achieve objectives ▪ Committed to the continuing professional development of self ▪ Communicates with enthusiasm and warmth ▪ Discretion, tact and confidentiality ▪ Committed to inclusive education. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ A sense of humour 	<p>Personal statement References Interview</p>
Skills and Aptitudes	
<p>Essential:</p> <ul style="list-style-type: none"> ▪ Competent in a range of IT tools, including word and excel ▪ Ability to provide an excellent customer service experience ▪ Ability to prioritise and organise own workload to ensure it is completed accurately, to time and to an appropriate standard ▪ Ability to apply relevant health and safety, equality and diversity, and other multi-academy trust policies and procedures ▪ Ability to communicate clearly and courteously: orally and in writing <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Working knowledge of relevant systems, processes and procedures is desirable, but training will be provided ▪ Demonstrate an understanding of safeguarding procedures, training will be provided 	<p>Application form Personal statement References In-tray exercise</p>