



## Job Description

<b>JOB TITLE:</b>	<b>Administrative Support Assistant - Reception</b>
<b>HOURS:</b>	<b>23.75 hours per week/40 weeks per year</b>
<b>RESPONSIBLE TO:</b>	<b>PA to the Headteacher</b>
<b>GRADE</b>	<b>Single Status 4</b>

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### **Main Purpose of the role:**

To maintain a professional Reception service to all school visitors and staff. To provide efficient administrative support to other school staff in order to achieve team priorities, ensuring confidentiality and other controls, including safeguarding procedures are always maintained.

### **Main responsibilities:**

#### **Reception**

1. To be responsible for the signing in and out of visitors to the school. To communicate with courtesy and clarity to all staff, students, parents, carers, visitors, outside agencies and the wider community with regard to safeguarding measures; to ensure and maintain that all safeguarding policies and procedures have been followed and carried out correctly.
2. Undertake Reception and administrative duties in accordance with statutory and departmental requirements including providing a telephone and message service, process incoming and outgoing mail.
3. Provide an efficient and sensitive front of house service in dealing with students, parents, carers, visitors and staff. Answering queries in an appropriate and concise manner. Ensuring messages are always passed on appropriately to staff and students.
4. To be responsible for the till and receive monies for uniform orders and collections. Ensuring the till is balanced at the start and the end of each day.
5. To ensure the efficient and effective management of the school's telephone switchboard.
6. Provide a professional and patient ear to parents/carers contacting the school, responding to various requests for information appropriately.
7. To ensure that all items of value, monies and IT equipment are always stored away securely and never left accessible in the Reception area.
8. To take responsibility for reporting any faults relating to the switchboard to the Business Manager and the IT Department.
9. To accept and sign for all deliveries and arrange the distribution to the relevant department(s).
10. To manage the online room bookings and mini-bus diaries for staff who do not have access permissions to do this. Booking meeting rooms for external ESCC staff.

11. To deal with all exam paper deliveries and collections in an efficient security conscious way. To ensure that any exam paper deliveries are always logged with the Exams Manager and Site Manager and papers are immediately taken to the Exams office by either the Exams Manager, Site Manager or Receptionist. To book couriers to collect confidential exam coursework. To ensure that Parcel Force collect completed exam papers on the same day the exam has taken place.

### **Administration**

12. Accurately input data into computerised systems, databases and spreadsheets and process, retrieve and tidy data as necessary.
13. Liaise with operational and departmental staff, clients and other agencies as appropriate, sharing information as directed and ensuring school procedures are properly followed.
14. Maintain and update department information, ensuring that the most up to date processes are followed.
15. Maintain all paper and electronic filing systems, including establishment of new files.
16. Undertake photocopying and scanning, as requested.
17. Provide support to individual managers as required, including diary management; travel planning, arranging and supporting events and arranging and servicing meetings.
18. Support managers in maintaining school property and facilities, and their security.
19. Attend staff meetings, supervision and training as required, including participation in the annual performance appraisal review scheme.
20. Undertake available training opportunities identified through appraisal and supervision and show a commitment to continuous development, to maximise potential and ensure the efficient and effective delivery of school services.
21. To provide the administration for Free School Meals, liaising with County and school catering staff on a daily basis and to provide checklists as required. To liaise with parents about any outstanding lunch money owed.
22. Provide assistance at Year 6 Parents Evening with selling School Uniform.
23. To order and maintain school uniform stock levels. To manage uniform orders via the Parent Pay system.
24. Oversee all pupils doing work experience at Reception, supply written reports to the appropriate Head of Department.
25. Supervise and oversee all Year 7 and 8 pupils when they partake in their compulsory 'Student Receptionist' sessions in Reception.
26. To liaise with School Transport when buses are delayed or notifying them of early school closure.
27. Obtaining quotes and booking of coaches for school trips.

## **Other**

28. To process invoices and make payments from a departmental budget to an approximate value of £100 per week. Responsible for ordering stock and other goods with the team p-card (after authorisation) to a value of approximately £100 per week.
29. To provide administrative financial support to the school's Finance Manager. To take responsibility for ensuring that all school invoices are checked, verified and paid accordingly within the terms of the invoice period.
30. To administer transactional financial processes, including payment cards for ordering goods and service and processing invoices in line with Council standards.

## **General:**

- Contribute to the overall ethos/work/aims of the school.
- To take part in training activities offered to further professional knowledge and development.
- Be aware of the school's Health and Safety policies and take personal responsibility for ensuring they are put into practice.
- All school based staff have the responsibility for promoting the safeguarding and welfare of children. All school staff should be aware of the school's Child Protection and Safeguarding Policy and work in accordance with this document at all times.
- To carry out the above duties in accordance with the County Council's Equal Opportunities policy.
- To perform such other tasks as may reasonably be required appropriate to the grading of the post.

The post holder should be aware of and comply with all school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

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This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post. The school reserves the right to change or up-date this job description and/ or the place of work after consultation with the job holder.

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SIGNATURE OF JOB HOLDER:

DATE:

SIGNATURE OF LINE MANAGER:

DATE:

## PERSON SPECIFICATION

**JOB TITLE:** Administrative Support Assistant - Reception  
**RESPONSIBLE TO:** PA to the Headteacher

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This person specification lists the qualifications, experience, knowledge, skills, abilities and personal qualities of the person required to undertake the post. It will be used by the school to assist in drawing up a shortlist of candidates for interview, and during the interview/selection process. Applicants should provide evidence to demonstrate their suitability for the position and how they meet the requirements of the person specification in the application form and any supporting statement.

### Job Experience and knowledge

#### Essential

- Good level of literacy and numeracy to include GCSE or equivalent in English Language and Maths at level 2 or above
- Good customer service skills
- Experience of undertaking a range of administrative and clerical duties.
- An understanding of safeguarding and child protection and its importance within the school
- A basic knowledge of the work of a school
- Good level of IT skills

#### Desirable

- Educated to level 3 or equivalent
- Experience of working within an educational setting
- Experience of using Arbor system
- A recognised qualification in Clerical/Administration

### Skills/Abilities & Competencies

#### Essential

- Meticulous approach with administrative tasks
- Excellent organisational skills and ability to work in a methodical manner with a high degree of accuracy
- Ability to work effectively and supportively within a team
- Ability to work independently demonstrating initiative and proactivity
- Ability to communicate with a range of people including colleagues, County Council workers and other outside agencies.
- Ability to convey straightforward information, orally and in writing, to colleagues, pupils, parents etc.
- Ability to show sensitivity and objectivity in dealing with confidential issues
- Ability to work in a discreet manner
- Ability to work within and apply all school policies e.g. behaviour management, child protection, Health & Safety, Equal Ops

### Personal Attributes

#### Essential

- Patient and calm manner with resilience
- Ability to use discretion and willingness to maintain confidentiality on all school matters
- Self-motivational and a keen eye to detail
- Ability to use initiative with a proactive approach
- Flexibility and willingness to meet the needs and requirements of the role.
- Ability to demonstrate commitment to Equal Opportunities.
- Willingness to participate in further training and developmental opportunities offered by the school and county, to further knowledge