



JOB DESCRIPTION

Job Title: Receptionist/Administrative Officer

Grade: Salary Scale LBR3

Responsible To: HR and Office Manager

Main Purpose of the Job

- To manage the main reception for the school, including answering the main school telephone line, dealing with all visitor enquiries and carrying out all reasonable requests;
- To provide excellent customer service when dealing with others, ensuring that all enquiries are dealt with efficiently and effectively in a way that promotes a positive image of the school;
- To oversee the entry and exit procedures to and from the school for all staff, pupils, parents/carers and visitors;
- To receive and escort visitors as required, ensuring that DBS checks are in place in accordance with school safeguarding procedures;
- To promote and uphold the school's values, vision and purpose;
- To provide an effective and efficient administrative support service to the school
- To assist with pupil first aid/welfare duties.

Main Duties

- To ensure the effective operation of the school reception area ensuring that all visitors, staff and pupils are greeted in a friendly and professional manner.
- Ensure that all enquiries are dealt with promptly and that people are directed to the appropriate person/location.
- To carry out administrative duties relating to the work of the school office and provide advice and guidance to staff and pupils;
- To deal with complex reception/visitor matters, e.g. parents and pupils, answer the telephone, receive and escort visitors and ensure that proof of identity and DBS clearance is provided and recorded as necessary;
- To manage expenditure within an agreed budget;
- To negotiate as necessary with suppliers to ensure best value for the school at all times;

- In liaison with the Administration team, to order, monitor and manage stock, cataloguing resources and undertaking audits as required;
- To be responsible for placing requisitions, processing orders, ensuring that deliveries are checked, certifying invoices for payment by the School Business Manager, distributing and cataloguing deliveries appropriately;
- To co-ordinate the Royal British Legion Poppy Appeal in school, including ordering and selling of merchandise;
- To operate relevant computerised systems/programmes, including Arbor, CPOMs, Medical Tracker, and EntrySign;
- To monitor and maintain the school website in liaison with senior staff;
- To report photocopier faults and arrange engineer visits as necessary;
- To support the Data Manager with administrative procedures in respect of school meals, assisting parents with online applications to register for free school meals;
- To liaise with the catering contractor as necessary;
- To assist parents with the setting up and use of school communication systems;
- To manage the school's Fruit & Vegetable and Coolmilk Scheme by supplying weekly, monthly and annual orders, reports and declarations in accordance with eligibility criteria;
- To complete and submit complex forms/returns as necessary, including those to outside agencies;
- To ensure that entries such as pupil medical appointments / late arrivals / departures are recorded on Arbor and Entrysign is updated as appropriate;
- To maintain a photographic record of regular authorised visitors to the school for identification purposes;
- To arrange and co-ordinate school photograph sessions, providing pupil information to the photographer and liaising with parents as necessary;
- To be responsible for monitoring and distributing all incoming School Admin electronic mail and the opening, sorting and distribution of all incoming post;
- To maintain display boards/photographs in relation to staff, governors, school council and pupil achievements.
- To be responsible for producing certificates distributed throughout the school to mark children's achievements.
- To provide cover for school office colleagues when necessary;
- To type routine correspondence;

- To allocate staff lockers/distribution of keys and to update names on staff pigeonholes as necessary, removing and re-naming as staff leave and begin employment;
- To administer first aid/medicines to pupils / staff / visitors in line with school procedures, accurately recording treatment provided and notifying parents as necessary;
- To ensure compliance with school policies and procedures, in particular, Safeguarding & Child Protection, Health & Safety, Data Protection and Equal Opportunities;
- To keep confidential any personal information about staff, pupils, parents and governors;
- Establish constructive relationships and communicate with other agencies/professionals;
- To contribute to the overall ethos/work/aims of the school;
- To attend and participate in relevant meetings as required;
- To attend training courses as necessary;
- To carry out any other reasonable duties as the Executive Headteacher/Head of School requires.

This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete his/her duties.



PERSON SPECIFICATION

RECEPTIONIST/ADMINISTRATIVE OFFICER

Grade: LBR3

Experience	Experience of working in a school or office environment.
Qualifications/ Training	• NVQ 2 or equivalent qualification or experience in relevant discipline • Excellent verbal and written communication skills • Good numeracy skills
Knowledge/Skills	• Effective use of ICT packages • Use of relevant equipment/resources • Good keyboard skills • Knowledge of relevant policies/codes of practice and awareness of relevant legislation • Ability to relate well to children and adults • Work constructively as part of a team, understanding school roles and responsibilities and your own position within these • Integrity, reliability and ability to maintain confidentiality • Excellent interpersonal skills • Ability to act on own initiative • Ability to work under pressure • Ability to identify own training and development needs and co-operate with means to address these