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Head Teacher: Mrs Helen Phillips; BA (Hons), PGCE, MEd, NPQEL

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## JOB DESCRIPTION

**Job Title:** Receptionist & Administration Assistant

**Salary Grade:** School Support Staff Grade B

**Accountable to:** Office Manager, School Business Manager

### Post Objective

Under the guidance of the Office Manager, to provide effective front office reception and administrative support to the school. Provide a professional front-office reception service, effectively engaging with staff, visitors, parents and pupils.

### Other Considerations

It is essential that the post-holder takes all reasonable steps to ensure they positively contribute to their continuous professional development.

Confidentiality must be maintained at all times, unless safeguarding concerns prevent this.

## PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Provide a professional front of house Reception service, including dealing with in-person and telephone enquiries.
2. Respond effectively to visitors to school, greeting them professionally and following school visitor management and safeguarding procedures and protocols.
3. Respond to basic enquiries, and refer more complex enquiries to the appropriate person in a timely manner.
4. Take messages as necessary, ensuring they are recorded accurately and passed to the recipient in a timely manner.
5. Ensure students who arrive late or leave early are signed in or out in line with agreed protocols.
6. Monitor the "Admin" email box, responding to messages or forwarding them accordingly
7. Undertake routine administrative duties including making phone calls, dealing with emails, producing letters to parents, photocopying, etc.
8. Carry out filing in support of the senior leadership and admin teams as required.
9. To receive and process incoming and outgoing mail.

10. Check off orders received against purchase orders.
11. Use of Microsoft Word, Excel and email systems.
12. Use of the school's MIS (currently ScholarPack), including accessing data, updating information and running reports as required.
13. Undertake first aid and supervise sick pupils as necessary, and liaise with parents and carers.
14. Maintain stocks and supplies, raise purchase orders for replenishment, selling and distributing as necessary.
15. Manage the electronic school calendar.
16. To work as part of the school administration team and carry out any other duties commensurate with the grading and level of responsibility of the job which may be delegated by the Office Manager from time to time to meet local circumstances.
17. To work in accordance with school and DDAT policies, procedures and relevant legislation/regulations, with particular reference to Safeguarding.
18. Participate in staff training and professional development as required.
19. To be responsible for your own safety; you must not endanger the safety of colleagues/visitors in the workplace.

**This is not a complete statement of all duties and responsibilities of this post. The post-holder may be required to carry out any other duties as directed by the Head teacher; however the responsibility level should not exceed those outlined above.**

**Post holder name .....**

**Signature ..... Date .....**