

Job Description

DURATION:	Required from 23rd April 2019
POST:	Receptionist/ Finance Assistant
GRADE:	GPS 5-6 Term Time Only plus 1 week (Including INSET Days) 20 hours per week, 1pm to 5pm Monday to Friday inclusive
ACCOUNTABLE TO:	School Business Manager

This appointment is subject to the current conditions of employment for support staff contained in:

- the School Pay and Conditions Policy;
- other current legislation.

This job description may be amended at any time following discussion between the Headteacher and the member of staff, and will be reviewed annually as part of the Performance Management process.

Duties and responsibilities together with competencies and skills required of the post-holder are set out within each of the three outcome areas.

General description of the post

The holder of this post is expected to carry out the duties of Administrator and Receptionist as described below, providing a comprehensive support service relating to the school and the smooth running of the front of house, reception service.

Relationships

The post-holder is accountable to their line manager in all matters.

Specific duties and responsibilities:

- Supporting the aims and ethos of the School and providing a courteous and efficient service to parents, pupils, staff, governors and other stakeholders at all times.
- Providing exceptional level of customer service to all visitors, staff, pupils and external contractors as the first school first point of contact.
- Provide clerical support i.e. answering telephone calls, photocopying and filing, including pupil files, faxing, emailing and completing forms.
- Provide administrative support for teachers, e.g. parents evening appointments, collection of trip money, pupils being collected late from school reception etc.
- Provide advice and guidance to staff, pupils and others.
- To escort visitors around the school where necessary.
- Provide administrative support to the School Business Manager where necessary.

- Record pupil absences using the schools absence line and support the Admission and Attendance Officer with any absence enquiries.
- To operate relevant ICT packages such as SIMs, SIMS Pay, Capita - Parents Evening, SIMS Intouch, ensuring pupil details are up to date.
- To manage the Lettings process, maintaining the Lettings diary, responding to all enquiries, issuing invoices and arranging security, where necessary.
- To manage the School Trips process, including booking venues, transport, travel tickets, arranging packed lunches, chasing replies and organising Trip Packs.
- To support the Finance Officer with ordering goods and services, including raising purchase orders and placing orders by fax, email or telephone.
- To respond positively and efficiently to all manner of enquiries from parents and pupils, making external calls and communication where necessary.
- Engage with the school in its extra-curricular activities, such as fund raising events, fun days, open days, parents evenings etc.

General Duties

- Actively promote high standards of behaviour and order within the School.
- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection.
- Displaying a commitment to the safeguarding of children.
- Creating and maintaining positive and supportive relationships with staff, parents, business, community and other partners including the Governing Board.
- Undertake any other tasks as directed by the Head teacher or School Business Manager.

CHILD PROTECTION

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Education Act 2002 and working together in relation to child protection and safeguarding children and young people as this applies to the postholder's role within the school.

To also be fully aware of the principles of safeguarding as they apply to children and young people in relation to the postholder's role.

To ensure that the postholder's line manager is made aware and kept fully informed of any concerns which the postholder may have in relation to safeguarding and/or child protection.

Person specification: Receptionist

Education	
Educated to at least Level 3 equivalent.	Essential
Educated to Level 4 equivalent.	Desirable
Skills, Knowledge and Experience	
Demonstrate the knowledge of the principles underlying effective communication, interpersonal and collaborative skills and how to apply these within the teams in which you work.	Essential
Exercise judgment in identifying information that should be treated confidentially.	Essential
Work constructively as part of a team, understand school roles and responsibilities and your own position within these.	Essential
Good working knowledge of software packages including Word, Excel and Outlook.	Essential
Experience in managing social media portals for external communications.	Desirable
Good working knowledge of school databases, in particular SIMS.	Desirable
Pro-active in helping and advising colleagues to ensure problems are resolved.	Essential
Develops and promotes positive relationships with colleagues and the wider community.	Essential
Gives clear, accurate and complete information to other team members as needed for them to work effectively.	Essential
Ability to respond in a timely and professional manner to external correspondence by way of email and post.	Essential
Conduct administrative duties effectively and in an organised manner, such as filing, photocopying, faxing etc.	Essential
To work positively and cooperatively as part of a team, sharing responsibilities to ensure all tasks are carried out appropriately.	Essential
To work alongside the administrative team to continually identify areas of improvement in order to ensure the most effective practice within the office.	Desirable
Ensure effective implementation of the school's equal opportunities and safeguarding policies in all areas of work.	Essential
Understand your responsibility to support the Safeguarding needs of children and vulnerable adults across the school; completing regular training and demonstrating ongoing understanding of good practice	Essential
Personal Attributes	

Remain positive, friendly and calm even when under pressure	Essential
Exceptional communication and organisational skills	Essential
Ability to relate well to children and adults	Essential
To demonstrate the ability to work flexibly in a busy environment.	Essential
Ability to identify own training and development needs and co-operate with means to address these	Desirable