



Receptionist and Administrative Assistant

Job Description / Person Specification

Key Purpose:

To act as the initial point of contact for incoming calls, visitors, parents and students with a professional, helpful and friendly approach to build positive ongoing relationships. Assist with the running of the School Office, working closely with the Officer Manager, Business Manager & Headteacher.

To act as an ambassador for the school, ensuring at all times that you promote the school and act in accordance with the school's values and ethos.

Reporting to the **Office Manager**

Key Responsibilities:

- Welcoming and signing in all visitors to the school in a professional and polite manner
 - Answering and dealing with all phone calls in a timely manner and ensuring all voicemails are picked up within 5 minutes of being left
 - Roll call/student registers
 - Contacting parents re student absences
 - Management of break and lunchtime till duties
 - Trips - Working with the trip leader to organise school trips, produce trip proposal, checklists, and costing (for the Business Manager to then authorise)
 - Producing student timetables
 - Producing letters for parents, students and other stakeholders
 - Processing money from students and parents for trips, snacks, non-uniform day etc.
 - Completing daily income sheet for finance
 - Receiving deliveries and checking paperwork
 - ParentPay – creating items, entering payments etc.
 - Contacting parents re overdrawn lunch accounts
 - Collating consent slips received from students
 - Checking for missing students that are not signed in
 - Entering detentions for late students
 - Dealing with and responding to student and parent enquiries
 - Uploading student letters and documentation onto Arbor (Management Information System (MIS))
 - Updating the school MIS with student information/changes
 - I-Desk bookings
 - Meeting room bookings
 - Mini-bus bookings
 - Administration of first aid
 - Providing medical reports and first aid bags for all trips
 - Maintaining medical records
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- Dealing with lost property
 - Receive postal deliveries, dealing with confidential deliveries in the appropriate manner; distribution of post (via post trays) to staff
 - Recording items confiscated from students
 - Admin in relation to student immunisation for school nurses. Coordinating students when nurses are in school to administer the immunisations
 - Any other administration duties as directed by line manager or Senior Leadership Team.

Required skills and experience

- A strong customer care skills and focus
- Approachability and willingness to help (solution orientated)
- A discreet and diplomatic nature with respect for confidentiality at all times
- Confident and calm in handling questions and queries
- Able to work comfortably with repeated interruptions and unexpected requests
- Able to produce accurate work, actively checking output
- Works flexibly, able to prioritise and multi-task to meet deadlines in a busy environment
- Able to use initiative, work as part of a team, happy to receive and accept direction/delegation
- A good verbal and written command of the English language (including spelling and grammar).

Desirable skills and experience

- Experience of working in a school previously would be an advantage
- Qualified first aider
- Experience of using Arbor software.

Personal Attributes

The successful candidate will need to demonstrate that he/she is:

- Able to work well in a team
 - Approachable, friendly, helpful and able to find solutions
 - Motivated and a self-starter
 - Organised and methodical
 - Possesses excellent communication skills
 - Able to confidently handle customer queries and challenges.
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