

JOB DESCRIPTION

Date

Feb 17

Job title:	Receptionist/Office Administrator
Reporting to:	Line Manager
Department/School:	Hydesville Tower School
Scope:	UK

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third party services.

Working With Us

Achieving more than you believed possible – that's what constitutes a quality education. At Cognita it is what we strive for in our schools. We want it for our children, and we want it for the people who work for us.

Since Cognita's launch in 2004, we've built an international network of 67 schools that serve some 30,000 pupils across seven countries in the UK, Europe, Latin America and South-East Asia.

Cognita's international network of schools and regional offices, combined with our ongoing investment in the professional development of our people, means we can offer first-class career opportunities with a global dimension. If you want to take your career further, we want to support you in achieving that goal within Cognita.

Job Summary

To undertake a range of clerical, administrative and receptionist duties to aid the smooth and efficient day to day running of the school and working flexibly across a range of functions. Acting as an initial point of contact for incoming telephone calls, visitors, pupils, staff and enquiries.

Key Responsibilities

- Undertake receptionist and front of house duties e.g. answering the telephone, face-to-face enquiries and signing in visitors
- Administer pupil first aid and assist with the welfare duties including liaising with parents/carers/staff
- Maintain manual and computerised records of pupils using SIMS on a daily basis including pupil attendance, information and files
- General administration and support for teaching staff
- Responsible for collecting monies in relation to school activities
- Bookings of school nurses, photographers, transport and other external agencies
- Assist in the administration and organisation of correspondence associated with school events
- Sort and distribute mail; prepare outgoing mail
- Assisting the management team as and when required
- To carry out such tasks as shall be deemed necessary to the smooth running of the school

Principal Working Relationships

Internal: Administrative Team
 Core Management Team
 Head's PA/Recruitment Manager

External: Parents and any other external agencies

Person Specification

Education and Skills:

- A good standard of education including GCSE or equivalent in Maths and English
- The ability to work well under pressure with others and using own initiative
- Demonstrate excellent communication and customer service skills

Experience:

- Previous receptionist and/or customer service experience
- Demonstrate good understanding of Microsoft Word and Excel
- Previous experience of SIMS and other management information systems
- is desirable but not essential
- First Aid knowledge and experience is desirable but not essential (training will be provided)

Competencies for the Role:

Role Specific

- Excellent communication skills
- Well presented, with a friendly and professional approach
- Flexible and highly organised
- Excellent attention to detail
- Competent and compassionate nature

Values Based Behaviours – the behaviours associated with our company values

- Excellence
- Respect
- Integrity
- Collaboration
- Accountability

Remuneration

- Competitive salary
- Contributory pension scheme
- School fee discount
- Professional development

Signed: Date:

Name (Print):