

Role Profile: Receptionist/Office Administrator

Purpose

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, parents and enquiries.

Key Accountabilities

- Undertake receptionist and front of house duties e.g. answering the telephone, face-to-face enquiries and controlling school access by signing in visitors
- Administer pupil first aid and medication and maintain associated records 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

- Record and maintain pupil attendance data and support with attendance matters
- Produce lists, information and data as required
- Maintain and collate pupil information and files
- Carry out photocopying, filing, faxing, scanning, e-mailing, complete routine forms.
- Undertake typing, word processing and other IT based tasks
- Assist in the preparation of parent/staff publications and routine correspondence to parents, staff and other stakeholders.
- Assist in the organisation of school events and prepare correspondence to parents associated with events e.g. Annual Prize Giving (invitations, tickets etc), Sports Days (programmes, certificates etc).
- Assist with the purchase order processing system (ie process orders and book in orders when received)

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and pupil/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• A good standard of education including GCSE or equivalent in Maths and English	<ul style="list-style-type: none">• First Aid at Work Certification
Skills	<ul style="list-style-type: none">• The ability to work well under pressure with others and using own initiative• Demonstrate excellent communication and customer service skills	
Experience	<ul style="list-style-type: none">• Good understanding of Microsoft Word and Excel	<ul style="list-style-type: none">• Previous experience of SIMS and other management information systems• Previous receptionist and/or customer service experience

Key Stakeholders:

Internal – Senior Leadership Team, Teaching Staff, Non-Teaching Staff and Pupils

External – Parents, and other external agencies as required

Signed: **Name (print):**

Date: