



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

- To coordinate and supervise the smooth running of the reception area
- 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, including allergy and medical records updates, and assist with welfare duties including liaising with parents/carers/staff
- Maintain manual and computerised records of pupils, including pupil attendance, information on SIMS on a daily basis, and update pupil records as and when required.
- Support with pupil attendance related matters
- General administration and support for teaching staff
- Responsible for accessing attendance, sales and user information through Cognita Connect (Parent Portal) and associated sales in relation to school activities. Receiving cash as required.
- Bookings of school nurses, photographers, transport, and other external agencies
- Assist in the administration and organisation of school activities, clubs, and events etc including associated correspondence, physical and electronic.
- Sort and distribute mail; prepare outgoing mail – monitor generic email accounts and respond accordingly.
- Assisting the management team as and when required

- Produce pupil and staff 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 (i.e., process orders and book in orders when received)
- To carry out such tasks as shall be deemed necessary to the smooth running of the school

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: