

JOB DESCRIPTION

Job Title	Receptionist/Administration Assistant
Band/Job Group	Band D
Hours/Weeks	37 hrs per week, term time plus 5 days
Special Conditions	
Thematic Area	
School	The Meadows School - Connor Road Site - West Bromwich
Responsible to	School Business Manager

Job Summary

- To be the first point of contact for students, parents, visitors and all external partners
- Provide a front line of communication service for the school, students, staff, parents and the public
- Undertake high level administration duties which require a good standard of practical knowledge and skills.
- Undertake any other administrative responsibilities as directed by the School Business manager

Duties and Responsibilities:

- Organise and run reception, welcoming visitors, checking identification and issuing safeguarding information, answering telephone queries and communicating messages effectively internally and externally.
- Dealing with enquiries from students, staff, parents, visitors and external agencies.
- To maintain the reception area by keeping tidy and ensuring that any displayed literature is accurate and kept up to date.
- To arrange refreshments as and when required for visitors and/or if visitors are kept waiting.
- Issue of school fobs in readiness for newly recruited staff. This to include retrieval of these fobs when staff leave.
- To open, sort and distribute incoming post, prepare outgoing post.
- Receive and check contents of parcels/deliveries.
- To be responsible for the recording and distribution of keys
- Support the reprographic processes. This to include replacing / replenishment of copier paper, cartridges, dealing with jams and reporting copier issues as necessary. Issues to be logged and followed up in order to minimise disruption to staff (admin and staffroom inclusive)
- Administer the school's electronic diary
- To assist with the update of fire registers for staff and students.
- To update the schools MIS system when students are in late or leaving early
- Administration and clerical duties to include: data entry, confidential work, filing, photocopying, faxing, shredding, room bookings, processing routine correspondence.
- To collect and record medication and contact relevant staff members
- Provide administrative support to the SLT Team.
- Ensure stocks of non-departmental/departmental stationery is maintained.
- Contribute to and maintain displays around school.
- Liaise with parents/ external agencies relating to appointments/queries.

- Support in the preparation of all documentation for yearly events (e.g. graduation, memorial ceremony & Christmas events)
- Maintain pupil files as directed
- Ensure that records are archived and destroyed in line with DfE and IRMS guidelines for schools.
- To support with the administration associated with Parent's Evenings, Open Evenings and other key school events.
- Liaise with the school nurse regarding visits and booking appointments.
- To comply with policies and procedures in relation to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To support in the administration of accident and incidents in school.
- To undertake training and development relevant to the post.
- After every offsite trip ensure all checklist have been completed and report any issues/faults to the EVC Co-ordinator
- Ensure all relevant documentation for every visit (e.g. risk assessments, seating plans and emergency contact details) is collated and printed off and handed to the trip leader
- To complete and submit purchase orders as directed by the Finance Manager/SBM
- Play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example

Such other duties as may be appropriate to achieve the objectives of the post to assist The Meadows School in the fulfilment of its objectives commensurate with the post-holder's salary grade, abilities and aptitudes.

It is the responsibility of each employee to carry out their duties in line with Council policies on equality and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and should identify and monitor training for yourself and any employee you whom you are responsible, in line with this policy and the Equality Act 2010.

The post holder must at all times carry out his/her responsibilities with due regard to the Council's policy, organisation and arrangements for Health and Safety at Work.

This job description is not necessarily a comprehensive definition of the post. The particular duties and responsibilities listed above may be subject to reasonable change from time-to-time following consultation between the Head Teacher and post holder.

The Meadows School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

PERSON SPECIFICATION

Job Title	Administrative Assistant and Receptionist
Band/Job Group	Band D
Hours/Weeks	37 Hours per week / Term Time plus 1 week
Responsible to	School Business Manager

Qualifications and Training	<p>A GCSE qualification, or equivalent, at Grade C or Grade 4 and above in English and Mathematics</p> <p>Excellent verbal and written skills</p>
Experience	<p>Experience of working successfully and cooperating as a member of a team</p> <p>Working on own initiative</p> <p>Worked in an office/school environment</p> <p>Familiarity with Arbor or similar MIS system</p> <p>Familiarity with FMS or a similar finance system</p> <p>Experience of establishing and maintaining systems, both manual and computerised.</p>

<p>Skills</p>	<p>Confident and professional customer facing skills and telephone manner</p> <p>Promote the school's aims positively</p> <p>Establish and develop appropriate relationships with parents, governors and local community</p> <p>Communicate effectively (both verbally and in writing) at all levels to a variety of audiences e.g. pupils, staff, parents, visitors;</p> <p>Promote a positive working environment;</p> <p>Be able to prioritise workloads; have excellent time management and organisational skills;</p> <p>Be able to work under pressure and meet deadlines</p> <p>Produce accurate work</p> <p>Be able to use initiative</p> <p>Attention to detail</p>
<p>Special Knowledge</p>	<p>Understand the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion</p> <p>Have confident IT skills including Word, Excel, email and database programs</p>
<p>Disposition</p>	<p>Knowledgeable and highly competent</p> <p>Punctual</p> <p>Approachable and empathetic</p> <p>Creative and enthusiastic</p> <p>Organised and resourceful</p> <p>Committed</p> <p>Of smart appearance</p>
<p>Practical and Intellectual Skills</p>	<p>Strong ICT skills specifically in Microsoft Excel and Word</p> <p>Excellent verbal and written communication skills</p> <p>Excellent planning and organisation skills</p>
<p>Legal Requirements</p>	<p>Enhanced DBS Check for Regulated Activity</p>