

Job title: Receptionist and Admin Assistant	Status: Permanent
Team: Administration	Reports to: Principal's PA/Office Manager
	Direct reports: N/A
Department: Administration	Departmental budget holder: N/A

Position context:

Our purpose: To inspire our family of schools to provide opportunities for our pupils, staff and leaders to be the best they can be; to create a passion for lifelong learning; to enable our pupils to become confident and impactful world citizens.

Position purpose:

The Receptionist will be a member of the school support staff and will be one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders.

The Receptionist will be a point of contact and will, therefore, be expected to demonstrate exemplary customer service to both internal and external customers.

The Receptionist may be required to provide cover for other members of staff during periods of staff absence.

Position accountabilities:

Accountability	Key activities
Strategy	<ul style="list-style-type: none"> ○ Is aware of and understands the ELAT Vision, Mission and Values ○ Will make a positive contribution to the teaching and learning programme in accordance with the ethos, aims and objectives of the School.
General Roles and Responsibilities	<ul style="list-style-type: none"> ○ To provide an effective and efficient customer service through communication, the provision of services and dealing with and resolving enquiries, problems and complaints. ○ To provide administrative support to pastoral staff. ○ To provide administrative support to all members of the Senior Leadership Team as required. ○ To administer First Aid as required. ○ Use the computer to create a variety of documents, e.g. presentations, learning materials, newsletters, etc. ○ To use computerised management information systems and/or paper-based filing systems to enter, record and retrieve data, supply information in response to requests and make reports and returns

Accountability	Key activities
	<p>required by a variety of different sources, e.g. SIMS, Excel spreadsheets and Word documents.</p> <ul style="list-style-type: none"> ○ To use, develop and maintain accurate and up-to-date school databases to retrieve, enter, extract and output information. ○ To assist with general welfare of all visitors, staff and students. ○ To co-ordinate the receipt and dispatch of messages, post and deliveries (including sorting and distribution of incoming messages, post and deliveries). ○ To undertake filing, photocopying and reprographic work as required. ○ To assist with school events as required. ○ Any other duties appertaining to this grade.
<p>Specific Roles and Responsibilities</p>	<ul style="list-style-type: none"> ○ To be the first point of contact for both telephone and face-to-face enquiries and to take accurate messages where appropriate. ○ Assisting parents with problems/issues where appropriate. ○ To ensure school security arrangements are always complied with, including the issue of visitor badges and management of the visitors' book. ○ To accept and sign for deliveries as appropriate. ○ Welcome visitors to the school and provide immediate refreshment. ○ Calls to parents/carers as required. ○ To be responsible for the sorting and distributing of incoming post and the sending of outgoing post, including the purchase of stamps and crediting of the franking machine. ○ Organise Student Ambassadors on a daily basis, ensuring all messages and items are delivered to students and staff as required. ○ To be a school First Aider and administer First Aid as required.
<p>People Management/ Organisational Development</p>	<ul style="list-style-type: none"> ○ To take part in the Trust's performance management system. ○ To complete school-based induction and any training required to improve performance. To maintain the required level of Continued Professional Development for the role. ○ To work in accordance with the values of the school, particularly with regard to promoting positive attitudes towards tolerance and respect for other people. ○ To work in accordance with school policies and procedures.
<p>Data Protection</p>	<ul style="list-style-type: none"> ○ All staff have a responsibility under the 2018 (GDPR) Data Protection Act to ensure that their activities comply with the Data Protection Principles. Staff should not disclose personal data outside the Trust's procedures, or use personal data held on others for their own purposes.

Accountability	Key activities
Health and Safety	<ul style="list-style-type: none"> ○ Hold responsibility to avoid action that could threaten the health or safety of themselves, other employees, customers or members of the public. ○ To take appropriate action to identify and minimise any risks to health, safety and security in the immediate working environment.
Good Citizenship	<ul style="list-style-type: none"> ○ Holds personal accountability in ensuring continual focus on enhancing the staff and pupil experience through actions, words and behaviour. Our pupils are the most important members of our institution and must be treated as such
Key Stakeholders	<p>Internal: Pupils and all staff</p> <p>External: Parents, Carers and appropriate agencies</p>

Bower Park Academy is committed to safeguarding and promoting the welfare of children and young people. All Adults who work at the school must share this commitment to young people.

The job description sets out the main duties of the post. The Postholder is required to take on any other reasonable tasks at the discretion of the Principal, which will change as the Academy develops. These responsibilities will be discussed annually as part of the Postholder's Annual Performance Review and are subject to review.

Knowledge, skill and experience requirements

Essential:

- Ability to organise one's own work, to prioritise tasks and keep to deadlines.
- Ability to work independently and support the work of the team.
- Ability to be flexible and respond effectively to the "unexpected".
- Ability to work with a high level of accuracy and precision.
- Ability to communicate and interact effectively with adults, children and young people.
- Awareness of sensitive information and the need for confidentiality.
- Ability to follow directions given by members of the school management team.
- Willingness and motivation to develop own skills.
- An understanding of health, safety and security/safeguarding issues in schools.
- Basic ICT skills, including Office, internet and email.
- GCSE at level A-C in English and Maths (or equivalent).

Desirable:

- An awareness of statutory and non-statutory guidance relating to admissions and attendance
- ICT certificate to evidence ICT skills.
- Knowledge of SIMs and other databases.
- NVQ Level II or equivalent qualification in Office Skills.
- Basic First Aid experience or qualification.
- First Aid at Work Certificate.
- Experience, on a voluntary or paid basis, in an office or customer service environment.

Key behaviours:

Demonstrate and role model Trust values which are:

- ***Passion***
- ***Respect***
- ***Inclusion***
- ***Challenge***
- ***Openness***