

Job Description

Post Title:	Front of House
Pay Range/Grade:	Band 5, SCP 4 – SCP 6
Contract:	Fixed-term until 31 st December 2024, Term-Time Only
Location:	Horton Park Primary School
Hours of work:	37 per week
Reporting to:	Office Manager
Line Management of:	N/A

Core purpose:

- To assist in the provision of high quality professional, flexible, proficient and constructive clerical, administration, financial support and reception service to the school.
- Responsible to the Office Manager/Headteacher from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, referring only exceptional or complex queries to senior members of staff. In the absence of the Office Manager would be expected to liaise with senior team members to ensure continuation of essential services.
- To provide prompt and effective information, advice and access to services provided by the School to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the School to public and external agencies.
- May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

Effort Demands:

- Will work under supervision and on occasion under own initiative, working to the priorities set by the Office Manager/Headteacher.
- To contribute to the overall ethos/work/aims of the school.
- Will make decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the school and assessing the level of urgency.

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- Day to day decisions regarding the organisation of the working area/workload and school priorities.
- To participate in in-school training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.

Duties and responsibilities:

ORGANISATION

- Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors.
- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and using some judgement within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- To support/assist in the supervision of students on work experience, trainees and voluntary helpers.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc.

ADMINISTRATION

- Provide routine clerical support e.g. record and circulate messages to other members of staff, photocopying, filing, scanning, faxing, emailing, complete routine forms, sort and distribute mail, ensuring supplies of internal forms are kept well stocked.
- Maintain manual systems.
- Maintain and collate pupil reports.
- Data inputting of computerised records/management information systems.
- Produce data/information/basic reports as required e.g. pupils' data.
- Undertake typing, word-processing and other IT based tasks (letters, memos, minutes etc).
- Undertake routine administration, e.g. registers/school meals/arranging and coordinating meetings on behalf of other school staff/room bookings/minute taking/retrieve and disseminate information as appropriate to the needs of the school/school lettings and other uses of school premises.

RESOURCES

- Responsible for the safe keeping of office equipment and secure storage of supplies.
- Operate office equipment e.g. photocopier, computer.
- Maintaining stock and supplies and prepare information to help in the processing of orders, checking delivery notes, cataloguing and distributing as required.

OTHER

- Use good common sense and initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and well-being of the pupils.



- Make travel arrangements.
- Assist with arrangements of school events/trips etc.
- Preparing refreshments and clearing away.
- Receiving and escorting visitors around the School.
- To be responsible for reporting building maintenance in accordance with health and safety requirements.

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person.

FLUNECY DUTY:

- In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.
- For this role the post holder is required to meet the Intermediate Threshold Level

INTERMEDIATE THRESHOLD LEVEL:

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

SPECIAL CONDITIONS OF SERVICE:

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

OTHER CONSIDERATIONS:

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.
- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.



- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK.

This job description should be seen as enabling rather than restrictive and will be subject to regular review.



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Minimum of GCSE English and Mathematics at grade C or above (or equivalent). 	<ul style="list-style-type: none"> NVQ2 (or equivalent) in a relevant discipline.
Knowledge, Skills and Experience	<ul style="list-style-type: none"> Experience using Microsoft Office. (E) Experience of working in an office environment. (E) Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level (E) Knowledge/experience of general office work. (E) Good literacy and numeracy skills. (E) Good communication skills including telephone/reception skills. (E) The ability to communicate in one of the following languages: Urdu or Punjabi. This is in order to effectively communicate with our families. (E) Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. (D) Working knowledge/use of databases and other software packages e.g. Microsoft Office (Word/Excel/Outlook etc.). (E) Knowledge of maintaining financial information systems and making payments. (D) Have a neat and organised approach to work. (D) Be willing, courteous and able to work both using your own initiative and in a team. (E) Respect confidentiality. (E) In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level (E) 	

This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but it will be reviewed annually as part of the performance management process or as appropriate.

Signature of post holder _____ **Date** / /

Signature of Chief Executive Officer _____ **Date** / /

