

Job Description

Post Title: School Reception Assistant

Line Manager: Office Manager

Pay Range/Grade: Band 5, SCP4 – SCP6 (£19,364 - £20,022 Actual)

Location: Appleton Academy

Hours of work: 37 Hours Per Week – Term Time Only

Purpose of the Role:

INTRODUCTION:

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. Exceed Academies Trust is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
4. This Trust is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

PRIME OBJECTIVES OF THE POST:

To assist in the provision of high quality, professional, flexible, proficient and constructive reception and clerical services to the school.

Working closely with the Office Manager and wider administrative team, the post holder will be responsible for operating a busy reception desk and other general administrative tasks associated with working in a school office environment.

Responsible to the Office Manager from whom they will receive formal supervision and allocation of work. However, much of the work is generated through visitors and calls to the reception desk from various stakeholders, including parents, students and staff. 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.

The post holder may be expected to liaise with senior team members to ensure continuation of essential services.

To postholder will 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 the 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.

KNOWLEDGE AND SKILLS:

(See Person Specification)

EFFORT DEMANDS:

- Will work under supervision and using own initiative, working to the priorities set by the Office Manager.
- Able to confidently manage an ever-changing and busy workload and meet deadlines
- 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.
- 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 to meet the changing demands of the post.

RESPONSIBILITIES:

ORGANISATION

- 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.
- Undertake reception duties, answering routine telephone and face to face enquiries and signing visitors, pupils and other stakeholders in and out in accordance with Academy safeguarding procedures.
- Assist with pupil first aid/welfare duties, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc.



ADMINISTRATION

- Provide routine clerical support e.g. record keeping and circulating 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 information.
- 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 tasks, e.g. registers/school meals/school milk, 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.

RESOURCES

- Responsible for the safe keeping of office equipment and secure storage of supplies.
- Operate office equipment e.g. telephone system, 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 issues or accident and near misses in accordance with health and safety requirements.

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:



- Available to work during school hours in 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.

Fluency 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 to be successfully appointed to the role).

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 Principal.
- 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.



PERSON SPECIFICATION:

Area of specification	Essential/ Desirable	Method of Assessment
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • Minimum of GCSE English and Mathematics at grade C or above (or equivalent). • Further professional qualifications relevant to the role. 	<p>E D</p>	<p>Application and interview</p>
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Experience using Microsoft Office. • Experience of working in an office environment. • Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level. • Experience of working in an office environment within a school. • Experience of dealing with large volumes of calls in an efficient and professional manner 	<p>E D D D E</p>	<p>Application and interview</p>
<p>KNOWLEDGE/SKILLS/ABILITIES (Core competencies)</p> <ul style="list-style-type: none"> • Knowledge/experience of general office work. • Good literacy and numeracy skills. • Good communication skills including telephone/reception skills. • Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. • Working knowledge/use of databases and other software packages e.g. Microsoft Office (Word/Excel/Outlook etc.). • Knowledge of maintaining financial information systems and making payments. • Knowledge of relevant policies, procedures and codes of practice. • Have a neat and organised approach to work. • Be willing, courteous and able to work both using your own initiative and in a team. • In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level. • Knowledge of maintaining financial information systems and making payments using PSF. • Knowledge of Staff Absence Management. • Respect confidentiality 	<p>E E E E E E E E E E D D E</p>	<p>Application and interview</p>

<p>PERSONAL QUALITIES</p> <ul style="list-style-type: none"> • Be committed to raising standards • Be someone who can create an atmosphere in which children can thrive and succeed • Have excellent interpersonal skills • Effective communication and organisation skills • Ability to manage workloads and work calmly under pressure 	<p>E E E E E</p>	<p>Application and interview</p>
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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** / /

