

## **Office Administrator / Receptionist**

### **Job Description**

#### **Role**

To promote a consistently helpful, friendly, courteous and appropriate interface between the school and its visitors. To work alongside the administration team and be responsible in all aspects of the smooth and efficient running of the School Office, including administrative support for all teaching and support staff and reception duties.

#### **Office Duties**

At the direction of the Office Manager, undertake office, clerical and administration tasks. These may include ordering and maintaining school resources, answering phones, photocopying, typing letters and other documents, filing and distribution information.

Supporting the Office Manager in a range of administrative duties including the preparation of necessary documents and school reports which will include dealing with highly confidential and sensitive material.

Assisting with setting up staff logins for access to various IT systems around the school ensuring their return at the end of each day.

Manage post (in/out). Distribute incoming post to appropriate staff via pigeon holes. Weigh and apply appropriate stamps to outgoing postage.

Liaise, when appropriate, with families over attendance and welfare issue/support

#### **Reception Duties**

First point of contact on the reception desk for the general public, parents and visitors to the school, presenting a calm and professional demeanour that sets the tone for a first impression.

Ensuring that the schools safeguarding procedures are adhered to when signing in visitors to the school. (Check ID and DBS certificate for supply staff and other agencies for adults working with our students) comparing details with the information supplied by the placing organisation Maintain a stock of brochures with appropriate leaflets for parents and other visitors.

Maintain stock of printed labels used by staff for marking etc in staffroom.

Operation of the electronic access gate entry system and associated CCTV cameras ensuring site security at all times.

Making and receiving telephone calls, sending and receiving emails and texts as required (using the school communication system).

Redirecting all messages as appropriate ensuring that all information received has been communicated and dealt with promptly.

Receipt of deliveries and liaison with Finance and Site staff for distribution.

Ensuring that the reception is covered at all times with other members of the admin team as necessary.

Ensure that the reception area is left secure and tidy at the end of the day.

### **General**

Represent the school positively and professionally in all contact with the wider community.

A shared responsibility with all staff to ensure the health and safety of all members of the school.

Establish good relationships with students, acting as a role model and being aware of, and responding appropriately to individual needs.

Treat all colleagues in a courteous and helpful manner, challenging discriminating behaviour.

Set a good example in terms of dress, punctuality and attendance.

Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection – report all concerns to the appropriate person.

Attend team and staff meetings and training where required.

Any other duties that the Office Manager or Principal may reasonably direct from time to time which are considered to be commensurate with the grade of the job.

All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect changing roles and responsibilities.

This job description may be amended at any time following discussion between the Principal, Appraisal line manager and the member of staff, and will be reviewed regularly.