

Administration Assistant/Receptionist – Job Description

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| Job Title: | Administration Assistant/Receptionist |
| Supervised by: | School Office Manager |
| Working with: | Internal: Teachers, LSAs, Therapists, Psychologists External: Families, Social Services, Youth Offending Service |

Aims and purpose of the role

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

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.
- 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 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.

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.
- Liaising with transport providers to ensure appropriate arrangements are in place for all students.
- Manage post (in/out). Distribute incoming post to appropriate staff. Weigh and apply appropriate stamps to outgoing postage.

- Maintaining training records for all school staff with support from SLT. Managing the training record email address, filing certificates and following up with staff if not completed in an appropriate time frame.
- Managing and organising the info@ email address, by forwarding to the appropriate person or responding if required.

General Duties & Responsibilities

- 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.

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Data and Barring Service (DBS) as part of Orchard Hill College & Academy Trust's pre-employment checks

Person Specification and Selection Process

Administration Assistant/Receptionist

This person specification will be used for recruitment to the Administration Assistant/ Receptionist role. It will form the basis of the application form, and candidates will also be assessed against aspects of this person specification at interview.

| Criteria | Essential | Desirable | Assessment |
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| GCSE grade C or Level 2 equivalent functional skills in English and Maths | ✓ | | Application form and certificates |
| Safeguarding training (level 2 or above) | | ✓ | Application form and certificates |
| Experience of working with young people with Social, Emotional and Mental Health difficulties and/or challenging behaviour | ✓ | | Application form/interview question |
| Experience of working with students with a range of Special Educational Needs such as ADHD and ASD. | | ✓ | Application form/interview question |
| Experience of managing a full workload including complex, confidential and sensitive issues on own initiative and to tight deadlines | ✓ | | Application form/interview question |
| The ability to work effectively as part of a team, but also to use initiative within the guidelines set by the school with tact and diplomacy | ✓ | | Application form/interview question |
| Effective and professional communication skills with the ability to engage young people. | ✓ | | Interview question |
| Ability to write letters and correspond to a high standard | ✓ | | Interview question/task |
| Excellent knowledge of a variety of software packages and in particular word, excel and service specific packages. | ✓ | | Application form/interview question |
| Ability to support and encourage sometimes oppositional/reluctant parents and carers, encouraging them to engage with the academy's staff. | ✓ | | Application form/interview question |

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| A willingness to increase own knowledge and understanding of social and emotional difficulties and mental health. | ✓ | | Interview question |
| Highly adaptable and flexible. | ✓ | | Interview question |
| Ability to work in a way that promotes the safety and wellbeing of students. | ✓ | | Application form/interview question |
| Committed to reflecting on own performance, seeking and accepting constructive feedback and learning from own experiences. | ✓ | | Application form/interview question |
| Current driving licence and own transport. | | ✓ | Application form/interview question |

As part of Orchard Hill College & Academy Trust's pre appointment checks, current and past employers will be contacted for short listed candidates.

Any discrepancies or anomalies, and/or issues from references will be discussed at interview with shortlisted candidates.