



Administrative Officer/Receptionist

Job Description

Job details

Salary: Grade 14; £12.65 - £13.05 pro rata £17,886 approx. per annum at start

Hours: Monday to Friday 8:30am – 3:30pm (38 weeks of the year) ½ hour per day for lunch

Contract: Permanent

Reporting to: The Business Manager

Main purpose

The administrative officer is responsible for supporting with the administrative and organisational processes within the school. They will also act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Duties and responsibilities

General administration

- Update manual and computerised record and information systems
- Update and maintain the school calendars including external bookings
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Manage the school app
- Manage and organise completed forms from parents
- Upload and complete online risk assessments
- Manage the school signing in system
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed, including trip and sporting event letters
- Carry out filing, printing and photocopying, and report any issues as necessary
- Order, monitor and manage office supplies
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Communicate with other professionals regarding transition of school pupils.
- Collate information and produce PowerPoints for Friday assemblies
- Allocate new user passwords for Little Wandle and Accelerated Reader

Reception

- Act as the first point of contact for parents and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need

Security

- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters and social media) to parents, staff and other stakeholders
- Assist with marketing and promoting the school

Other areas of responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm

Person specification

CRITERIA	QUALITIES
Qualifications and training	<ul style="list-style-type: none">• GCSE or equivalent in English and Maths
Experience	<ul style="list-style-type: none">• Carrying out administrative tasks• Dealing with face-to-face and telephone interactions• Working with children or young people• Working and collaborating within a team
Skills and knowledge	<ul style="list-style-type: none">• Excellent oral and written communications skills• Ability to respond quickly and effectively to issues that arise• Ability to plan, organise and prioritise to meet deadlines• Ability to use own initiative and take action accordingly• Excellent attention to detail• Ability to use IT packages including word processing, spreadsheets and presentation software• Ability to use relevant office equipment effectively• Ability to build effective working relationships with colleagues• Understanding of data protection and confidentiality• Understanding of safeguarding
Personal qualities	<ul style="list-style-type: none">• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school• Ability to prioritise effectively• Commitment to maintaining confidentiality at all times• Commitment to safeguarding and equality• Embraces change well• Deals with difficult situations effectively

This job description may be amended at any time in consultation with the postholder.

Last review date: December 2024

Next review date: Spring 2026

Headteacher's signature: _____

Date: _____

Postholder's signature: _____

Date: _____