

RECEPTIONIST & CLERICAL ASSISTANT



JOB DESCRIPTION

OVERVIEW OF ROLE

The Receptionist & Clerical Assistant is responsible for the provision of efficient and effective running of the school's Reception function. In addition, they will offer clerical support as directed, which could include supporting other administrators, The Business Manager and other members of the Senior Leadership Team, to be agreed.

The post-holder will deal with students, parents and visitors politely and assertively, modelling the school's Virtues.

MAIN DUTIES AND RESPONSIBILITIES:

Reception

- Be responsible for the professional operation of the school switchboard, politely and professionally ensuring all calls are re-directed to the respective departments/individuals across the school
- Manage reception enquiries: greeting all visitors professionally and courtesy, helping them with directions or any appropriate information, whilst maintaining a high level of confidentiality
- Be responsible for receiving deliveries (checking goods are in order) and notifying the appropriate person via email
- Manage incoming and external post
- Assist in keeping the Reception/Office resources and displays tidy and in good order
- Work with colleagues as part of an office team that delivers and meets the needs of the school
- Work with colleagues to create a professional and welcoming Reception for all visitors and parents
- Be responsible for ensuring that safeguarding processes are operating, to monitor and fully record arrivals and departures of all visitors to the school
- Be responsible for ensuring that visitors are briefed as to their responsibilities whilst on site, including safeguarding
- Manage the visitor recording system (currently InVentry)

Admin Support

- Additionally, fulfil administration tasks, at the request of the School Business Manager, Headteacher or agreed member(s) of the Senior Leadership Team
- Attend meetings and take notes/minutes as required e.g. regular morning staff briefings, and other school meetings upon request (minimal)
- Other additional tasks, e.g. updating staff pigeonholes
- Ensuring that all school correspondence is managed in line with the safeguarding of students and in the interests of data protection (GDPR)

Trips & Visits

- Support the Senior Leadership Team member responsible for trips, visits and extra-curricular activities with administrative tasks, e.g. correspondence, obtaining quotes, making bookings
- Further, support Trip Leaders as required
- Collate and distribute parental consent forms and any ad hoc payments not receiving via Parentmail
- Ensure that first aid kits are ready and available for departing trips
- Maintain the bookings for the school minibus, ensuring users are briefed to check the vehicle before departure, and complete necessary logs

CPD & Training

- Be responsible for the bookings of all courses undertaken by school staff
- Keep a record all courses, including evaluation forms on SIMS
- Generate reports and monitor staff course requirements, ensuring courses are booked in a timely manner and that staff continue to be updated with their certificates e.g. Safeguarding, First Aid

GENERAL

- Diligently follow the school's safeguarding procedures and ensure that visitors to the school do the same
- You will be required to follow your regular working pattern, and you may be required to work additional hours, which will be paid as overtime
- You will be expected to adapt your working practices to support future improvements to the service delivery of Reception
- To follow school policies and procedures at all times
- Along with all other staff, have responsibility for promoting and safeguarding the welfare of all students

The school is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Staff are expected to work positively and inclusively with colleagues and stakeholders so that the school provides a workplace that delivers a service that does not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disability

The post holder must be prepared to carry out additional duties, which may be responsibly be required by the School Business Manager. The duties of this post may vary from time to time, as required by the Headteacher, without changing the general character of the role or the level of responsibility.

This post may be subject to modification or amendment after consultation with the post holder.

All staff are part of a whole school team. They are required to support the values and ethos of the school and school priorities as defined in the School Improvement Plan. They are required to support and follow all relevant school policies including those for behaviour and child protection. This will mean focusing on the needs of colleagues, parents and pupils and being flexible in a busy pressurised environment. They should be involved in promoting the acceptance and integration of pupils with special educational needs. They might also be involved assisting pupils for whom English is an additional language

This post meets the definition of 'Regulated Activity' as defined in the Safeguarding Vulnerable Groups Act 2006.

Because of the nature of this job, it will be necessary for an enhanced DBS check to be undertaken. This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare all unspent cautions and convictions; and also, any adult cautions (simple or conditional), and spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020). A person's criminal record will not in itself prevent a person from being appointed to this post. Applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying. However, in the event of the employment being taken up, any failure to disclose such offence, as detailed above, will result in dismissal or disciplinary action by the School / Authority.

Disclosures are handled in accordance with the DBS Code of Practice which can be accessed via www.disclosure.gov.uk 'The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

Signed: _____ **Date:** _____
(Employee)

Signed: _____ **Date:** _____
(Headteacher)

PERSON SPECIFICATION - RECEPTIONIST & CLERICAL ASSISTANT

	Essential	Desirable
Qualifications		
<ul style="list-style-type: none"> GCSE English and Maths 	✓	
Experience & Knowledge		
<ul style="list-style-type: none"> Demonstrable experience of word processing. 	✓	
<ul style="list-style-type: none"> Demonstrable experience of Microsoft Office, word processing, spreadsheet and presentation packages 	✓	
<ul style="list-style-type: none"> Some experience of local government and/or health service practices and procedures. 		✓
<ul style="list-style-type: none"> Some experience of working with diverse communities 		✓
<ul style="list-style-type: none"> Knowledge of SIMS & school software 		✓
<ul style="list-style-type: none"> Knowledge of school safeguarding and experience of working with young people 		✓
Skills		
<ul style="list-style-type: none"> Excellent communication skills, including high standards of written communication, grammar and spelling 	✓	
<ul style="list-style-type: none"> A good team player who has the ability to get on with tasks and achieve results 	✓	
<ul style="list-style-type: none"> Ability to prioritise work and respond effectively & with minimum supervision 	✓	
<ul style="list-style-type: none"> Always deliver on schedule and to a high standard 	✓	
<ul style="list-style-type: none"> Able to deal politely and effectively in person with a wide range of people 	✓	
<ul style="list-style-type: none"> Ability to present data clearly, concisely, accurately and in ways that promote understanding, either verbally or in written/electronic format 	✓	
<ul style="list-style-type: none"> Flexible to meet the needs of the school 	✓	
<ul style="list-style-type: none"> Strong organisational skills/business administration and management skills 	✓	
<ul style="list-style-type: none"> An ability to maintain confidentiality and deal with sensitive issues effectively 	✓	
<ul style="list-style-type: none"> Experience of working with children 		✓
Equality		
<ul style="list-style-type: none"> Able to demonstrate a commitment to supporting equality and diversity, in keeping with the school's vision of Success for All 	✓	
Other requirements		
<ul style="list-style-type: none"> Able to attend occasional weekend/evening activities, as and when required with prior agreement 	✓	
<ul style="list-style-type: none"> Must enjoy working as part of a team, be adaptable and supportive of colleagues 	✓	
<ul style="list-style-type: none"> Ability to interact with students sensitively and flexibly, who may communicate through challenging behaviour 	✓	
<ul style="list-style-type: none"> Be well-presented 	✓	