

# Job Description - Receptionist and Admin

**Reporting To:** Senior Administrator

**Salary Scale:** Current salary scale point Scale 2 Point 4 FTE 1 = £31,668; pro-rata £29,438.52

**Contract Type:** Full time, 1 Year (Term time only)

## Purpose of Role

To provide a warm, friendly, efficient and effective frontline service under the guidance/direction of the Director of Business & Finance. The role objective is to deliver a positive and distinctive customer experience and provide a welcoming and professional image of the school to every pupil, parent or visitor. The role is customer facing and will provide 'first impressions'; therefore, it is critical for the Reception team to be focused on customer service at all times. The Reception staff also contribute to administrative support to the whole school, including support with the finance/business team and pastoral team.

## Key Responsibilities

### Reception

- To provide a friendly frontline service for pupils, staff, parents and all visitors to the school
- Dealing with enquiries from visitors, parents and staff (by phone and email), including problem solving, follow up and handover to ensure all matters dealt with promptly and appropriately
- Answering the telephone in a warm, friendly and professional manner
- Ability to prioritise urgent messages and to inform the relevant parties expediently
- To deal with face to face visitors to the school and ensuring that safeguarding procedures are adhered to
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Ensuring the reception foyer is kept neat, tidy with relevant information displayed at all times
- Sort and distribute post
- Maintain and collate pupil records and reports
- Photocopying and filing as and when required
- Checking delivery of stock on arrival and ensuring delivery notes are kept for finance officer.

### Information Technology

- Daily monitoring and responding to emails
- Using different software systems to support the efficient running of the school
- Ability to use efficiently and effectively Microsoft Office software, MIS systems such as SIMS, ClassCharts etc.
- Support with the data inputting for new children on the school MIS system

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## **Key Responsibilities**

### **Finance Support**

- To provide basic administrative support to the finance/business team as required
- Assist with processing and checking invoices, purchase orders and delivery documentation
- Logging and distributing finance correspondence and queries to the appropriate staff member
- Supporting with cash handling and reconciliation where required (e.g. trips, events, payments), in line with school procedures
- Maintaining accurate records and filing of finance documentation
- Liaising with staff and external suppliers to pass on routine queries or information as directed
- Supporting parents with online payment queries and directing them to the correct system
- Keeping accurate records of lettings, trip payments and other income received at reception

### **Pastoral Administration Support**

- Support with pastoral phone calls and enquiries, triaging appropriately to Heads of Year, Pastoral Managers or safeguarding staff
- Supporting the pastoral team with administrative tasks, including record keeping, appointment scheduling and follow up communications
- Assisting with the logging and sharing of pupil welfare concerns, in line with safeguarding and confidentiality procedures
- Liaising with parents and carers regarding routine pastoral matters as directed
- Supporting attendance and behaviour administration where required, including passing on messages and maintaining accurate records
- Caring for pupils who are unwell or upset at reception until a member of staff or parent arrives
- Arranging meetings between parents and pastoral staff, and preparing the meeting room

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## **Key Responsibilities**

### **Attendance and Communications**

- Taking and recording absences reported by parents and carers on the school MIS
- Supporting first day calling and following up unexplained absences, in line with the attendance policy
- Signing pupils in and out for late arrivals and early departures, and keeping accurate records
- Sending routine messages to parents and carers through the school's approved systems
- Supporting the preparation of letters, newsletters and other parent communications
- Helping to organise parents' evenings, open evenings and other school events
- Supporting admissions, including in year admissions and welcome packs for new starters

### **Safeguarding, Confidentiality and Site Safety**

- Following the school's visitor procedures, including signing in, identity checks and visitor badges
- Checking contractor and visitor credentials, including DBS confirmation where required
- Reporting any safeguarding concern immediately to the Designated Safeguarding Lead
- Treating all information about pupils, families and staff with strict confidentiality, in line with GDPR
- Supporting the safe storage, administration and recording of medication, in line with school policy
- Following fire, evacuation and lockdown procedures, including keeping signing in records accurate
- Reporting site, security or maintenance issues promptly to the appropriate member of staff

# Person Specification - Receptionist

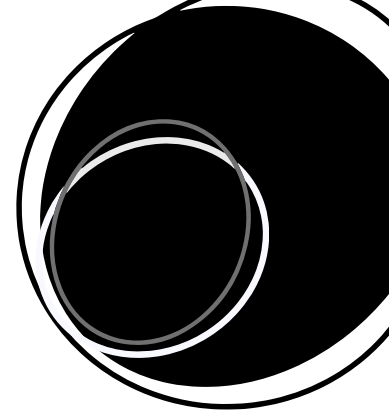
## Qualifications and Experience

- A good standard of education, including GCSE English and Maths at grade 4 or above
- Previous experience in a reception, customer service or office role
- Experience of working in a school or with young people (desirable)
- Confident use of Microsoft Office and email; knowledge of SIMS or ClassCharts (desirable)
- A first aid certificate, or willingness to train

## Essential Qualities

- Excellent communication skills, both face to face and on the telephone
- A warm, welcoming and calm manner that creates a positive first impression
- Patience, tact and diplomacy when dealing with upset or challenging visitors
- The ability to stay composed and organised during busy periods
- Strong organisational skills, with the ability to prioritise and multitask
- Accuracy and attention to detail in record keeping and data entry
- Absolute discretion and a clear understanding of confidentiality
- A commitment to safeguarding and promoting the welfare of children
- Reliability, punctuality and a smart, professional appearance
- A flexible, positive and helpful approach, and a willingness to learn
- The ability to work well in a team and to use your own initiative
- Support for the Catholic ethos and values of All Saints

# Child Protection and Safeguarding



At All Saints, the welfare of the child is paramount. This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All staff should understand their responsibility to safeguarding and promoting the welfare of children and young people. Staff are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions. Staff should work, and be seen to work, in an open and transparent way. Attitudes towards promoting and safeguarding the welfare of children and young people will be scrutinised during the selection process for the post that you have applied for. If you are appointed to this post, information in relation to safeguarding and protecting children and young people will be provided at induction.

## Additional responsibilities

**Health and Safety:** You will follow the school's health and safety policy at all times. This includes keeping the reception area safe and secure, following fire and lockdown procedures, and recording and reporting any accidents or incidents promptly.

**Professional Development:** You will take responsibility for your own professional growth by taking part in the school's appraisal programme, attending in service training and completing all required training, including safeguarding, data protection and first aid. You will share good practice with colleagues and help to improve office systems.

**Working with Others:** You will work closely with the Senior Administrator, the finance and pastoral teams and colleagues across the school. You will build positive relationships with parents, carers, visitors and external agencies.

**Catholic Ethos:** You will support and promote the Catholic ethos of All Saints, modelling the Gospel values of respect, dignity and service. Through the welcome you offer every pupil, parent and visitor, you will reflect the warmth and care at the heart of our community.