

# Job Description for the Post of Administrator & Receptionist



## **Introduction**

Job descriptions have been written to help produce an effective school. They are written statements of what the jobs involve, what staff are expected to do and the responsibilities involved in the jobs. They thereby provide a basic framework for the discharging of professional and managerial responsibilities. These basic frameworks provide a means by which job-holders and persons assuming the responsibility for the job-holders can mutually discuss the nature of the job.

Job descriptions also allow others in the school to understand what the jobs entail. They are not meant to be static or exclusive; rather, the nature of a school environment means that flexibility in jobs is desirable and inevitable. It is the spirit in which jobs are performed which is important to an effective school.

## **Responsible To**

To be responsible to the Head through the Human Resources Manager.

## **Main Purpose of Job**

To provide efficient and accurate administrative and receptionist support to colleagues, visitors and callers and to work effectively with other administrative staff.

## **Main Tasks**

1. To ensure the safety and wellbeing of all students and to report any safeguarding or child protection concerns through the school's reporting procedures. To contribute to the safety and wellbeing of colleagues.
2. To be responsible for the provision of administrative and clerical support on a daily basis. This will include providing administrative support to:
  - The Data Manager and Exams Officer, such as data entry, supporting the assessment processes, closing exam rooms and informing staff;
  - The Teaching School, including booking venues, creating flyers, emailing attendees, and other activities as agreed with the Deputy Head (Students and Staffing);
  - The HR Manager relating to safeguarding, recruitment and selection, performance management, staff wellbeing, the Staff Planner and other human resources activities as agreed with the HR Manager;
  - To provide administrative support to staff, including the production of learning resources and letters and emails from staff to parents.
3. To manage the main reception desk from 07:30-09:30 every day, providing a welcoming environment to visitors and telephone callers, and to provide cover and support to the School Receptionist when necessary during the working day.
4. To maintain the confidential nature of information relating to the school, colleagues, students, parents and carers and to ensure data protection regulations are complied with and maintained, storing necessary correspondence on M-Store.

5. To respond promptly to requests for bookings of classrooms and meeting rooms and provide general support in organising room changes, putting the information on the school's information management system (SIMS) and informing staff where required.
6. To communicate effectively, verbally and in writing, with staff throughout the school, parents, visitors, students, suppliers and third parties, using tact and discretion where necessary.
7. To have an understanding of the common practices and systems in use in the main office, visitors' reception, reprographics room and student office and to work within this general structure.
8. To work flexibly, assisting colleagues during busy periods, and support team members to provide an efficient and effective administrative service.
9. To be able to use the appropriate modules of the school's information management system (SIMS) and other software, eg word processing, spreadsheets, database, presentation, desktop publishing and internet and email.
10. To be aware of the daily calendar of events of the school, eg the cover list, timetable/room changes and duty rotas so that enquiries and visitors are responded to effectively and without unnecessary delay.
11. To produce the Daily Bulletin, incorporating any room changes and notices, and produce the twice weekly Staff Briefing notes, putting both on SharePoint.
12. To respond promptly to or forward general enquiries received via phone call and email.
13. To sort and distribute incoming post and prepare/log outgoing post for Royal Mail collection.
14. To replenish the stationery cupboard in the office.
15. To undertake training where necessary.
16. To undertake other duties as required and in line with the grade and responsibilities of the post.

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