



Job Description for the Post of: **Senior 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 ensure an efficient, responsive and accurate administrative service is available for all staff as required, monitoring standards, workloads, output and cover, and to maintain a welcoming and helpful first point of information and communication for staff, parents and visitors.

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 receive and allocate administrative tasks and oversee the workload of the Receptionist Administrator, working together to ensure an efficient administrative service.
3. 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;
 - Staff, including the production of learning resources, and letters and emails from staff to parents.
4. To manage the main reception desk as required to assist the Receptionist Administrator, covering from 07:30 until 09:00 each morning, lunch and periods of absence, welcoming and assisting parents and other visitors to the school and ensuring that all visitors are logged in and out in accordance with the visitor's access system and health and safety policy. To oversee the access barriers to the car parks.
5. 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.
6. To work flexibly, assisting colleagues during busy periods, and supporting team members to provide an efficient and effective administrative service.

7. To have an understanding of the common practices and systems in use in the main office, visitors' reception, reprographics room and student offices and to work within this general structure.
8. To process incoming telephone messages, ensuring queries are passed onto colleagues promptly, using email where necessary. To promptly receive, respond to or forward general enquiries received via email.
9. 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.
10. To monitor the arrival of external cover staff, keeping the Cover Manager updated, and to produce the cover information for external cover staff as provided by the Cover Manager.
11. To assist the Receptionist Administrator with incoming and outgoing mail, logging and processing outgoing mail for Royal Mail collection during holiday periods.
12. To ensure the reception point is covered at all times and that colleagues called in to cover are kept informed of essential daily information.
13. 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.
14. To assist in maintaining an up-to-date and accurate database of student information using a computerised information management system (SIMS).
15. To carry out administrative tasks to support an efficient start to a new school year and each term, eg creating folders for new starters, checking pigeon-holes and compiling and sending out information packs.
16. To produce rotas, lists and other documents required at key times in the school calendar, eg start of the year.
17. To have an understanding of the common practices and systems in use in the main office, visitors' reception, reprographics room and student offices and to work within this general structure.
18. 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, internet and email. To type and word process documents and letters, including the inputting of data and using mail-merge where required.
19. To support a service-oriented 'can-do' approach and a culture of support within the administrative team.
20. To take part in a rota to cover the main reception during school holidays.
21. To provide general administrative support as required, for example addressing envelopes, making up information packs, helping administrative colleagues during busy periods, photocopying and filing as required.
22. To undertake training where necessary.
23. To undertake other duties as required in line with the grade and responsibilities of the post.