

Job Description for the Post of: **Student Services Receptionist & Administrator**

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 Student Services Manager.

Main Purpose of Job

To manage the duties of the Student Services facility in the Temple building, including providing an efficient, helpful and welcoming reception and administrative service to students, parents and colleagues.

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 manage the activities of the Student Reception Desk in the Temple building during the school day, providing a point of contact for students and a reception service for parents.
3. To accurately maintain the electronic school register by:
 - Signing in late students and entering the late mark on the register;
 - Receiving calls and voicemails from parents regarding absent pupils and promptly record absence marks on the school register;
 - Keeping an accurate log of absences such as funerals, weddings, religious events and holidays that have been requested by parents and either authorised or unauthorised by the Head. Record the appropriate mark on the register;
 - Verifying attendance marks then contact parents using the absence messaging system. Follow up absence messages with a phone call to parents;
 - Ensuring all absences are recorded accurately on the school register with a 'comment' entered and pass information to relevant staff as required;
 - Using lesson-by-lesson registers and direct teacher contact to verify absences;
 - Following up all absences for a reason and monitor and record when 10 day limit is reached.
4. To work with the Student Services Manager, Designated Safeguarding Lead and pastoral staff when a student is reported missing from school, whilst maintaining contact with parents.

5. To maintain a list of students authorised to regularly attend music or sporting activities as authorised by the Head.
6. To populate the daily spreadsheet with late student information and log 'C3 late' detentions for students who have been late on two or more occasions in a week.
7. To work with the Student Services Attendance Administrator regarding students required to provide medical evidence for their absences and ensure the correct mark is entered on the school register.
8. To sign out students leaving the premises, following the school's procedures.
9. To provide support for students with mobility issues using the lift.
10. To undertake training as a designated First Aider and provide first aid where necessary.
11. To support the supervision of students moving around in the Temple building during lesson time.
12. To act as a gatekeeper to the staff-only zone.
13. To work with the Finance Team to run the Parent Pay shop, ensuring orders are collected by students or parents.
14. To undertake other duties as required in line with the grade and responsibilities of the post.

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