PENRYN COLLEGE

Job Description

Job Title:	Front Office Team Leader
Hours:	39.5 hours a week. Term time only plus inset days and 20 days
Grade:	F
Responsible to:	Operations Manager
Direct Supervisory Responsibility for:	Front Office Administrators and Receptionists (7 members of staff)
Indirect Supervisory Responsibility for:	None
Important Functional Relationships:	Internal: Support Staff Team Leaders, Headteacher, SLT Team, Headteacher's PA, school staff, pupils, Governors External: Parents, visitors to school, LEA representatives, Suppliers of goods and services, contractors

Main Purpose of Job

To work with the Operations Manager to develop the strategic use of the administration processes to ensure the school provides the most effective service to all stakeholders, staff and students in line with school needs.

To be responsible for the provision of efficient and professional administrative support to the school.

To be responsible for school administration, reprographics, reception, student services and first aid.

Duties and Responsibilities

1) To supervise and manage the administrative staff, ensuring appropriate deployment, delegation and prioritisation of work and high standards of work in the provision of administrative support in such areas as correspondence, reports and publications, updating and extraction of computer information, filing, reprographics and mail procedures ensuring high quality levels of services are established and maintained.

2) To plan and develop working systems with other support staff leaders to ensure teams can support each other during busy periods or during staff absence.

3) To conduct regular appraisals for all staff that the post holder is responsible for, ensuring development needs are identified and addressed through provision of appropriate training, as agreed.

4) To be responsible for the updating and accuracy of certain data on the SIMS network, including hard copy files, production of lists, reports and other student information as requested.

5) To field all routine office queries, and ensure they are dealt with efficiently or passed to the appropriate person where necessary so as to ensure problems are resolved promptly and successfully.

6) To manage office team communications, ensuring that all office staff remain up-to-date and aware of the changing administrative and clerical requirements of the school.

7) To oversee the management of the Secretary and Front Office email accounts, the Front Office folder and VenuBooker.

8) To oversee the distribution and security of goods and mail received and mail and goods for dispatch.

9) To oversee the management of school reprographics.

10) To ensure all visitors are welcomed correctly, ensuring safeguarding signing in procedures are followed, receiving and prioritising incoming telephone calls, dealing with them appropriately including accurately recording messages as required.

11) To participate in the recruitment and selection of administrative staff as required.

12) Develop administrative processes and procedures to maximise the efficiency and productivity of college admin staff.

13) To be responsible for maintaining fire registers for staff and students and to coordinate the emergency evacuations procedures as laid out for this role in the Health and Safety Policy.

14) To be responsible for overseeing the ordering of stationery and miscellaneous supplies for the admin team as necessary and ensuring appropriate replenishment of stocks as necessary.

15) To be responsible for lost property and ensuring it is returned to pupils as quickly as possible and any unnamed property is well managed.

16) To be responsible for ensuring the reception desks are staffed at all times as well as arranging staff cover for reception and Saturday morning reception, utilising the team as per their job descriptions and being prepared to cover if needed at short notice.

17) To oversee the administration of the school mini buses. To include booking MOT’s and maintenance.

18) To oversee the arrangement of hire vehicles for departments in the absence of a school mini bus being available.

19) To ensure that all mini bus drivers hold current mini bus test certificates and arrange renewal when necessary.

20) To ensure student lockers are issued and maintained throughout the year. Ensuring accurate records of lockers, locks and security codes at all times on SIMS. Ensuring at the end of each academic year locks are returned by those children leaving and issuing new locks and lockers to those children joining each year. This could include moving groups of locker allocations when tutor groups move locations within the school.

21) To maintain at all times, the utmost confidentiality of information acquired in the course of undertaking duties for the department and with particular regard to all reports, records and personal data relating to pupils and staff and other information of a sensitive or confidential nature.

22) To attend meetings and school-based INSET as required.

23) To be aware of and work in accordance with the school's child protection policies and procedures in order to safeguard and promote the welfare of children and raise any concerns relating to such procedures which may be noted during the course of duty.

24) To be aware of and adhere to applicable rules, regulations, legislation and procedures including the Schools Equal Opportunities Policy, Code of Conduct, Acceptable Use Policy, national legislation (including Health and Safety, GDPR and Data Protection).

25) To be responsible for your own continuing self-development, undertaking training as appropriate.

26) To undertake other duties appropriate to the grading go the post as required.

Date prepared: July 2020

Prepared by: Penryn College

PERSON SPECIFICATION

Job Title: Front Office Team Leader

Person specification prepared by: Penryn College **Date:** July 2020

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Relevant Experience	Good practical experience of administrative work experience, to include supervisory duties and those associated with running an office. Practical experience of word processing, e-mail & other office electronic applications.	Relevant admin work experience within a school or college environment. Relevant office team leader experience within a school or college environment. Experience of SIMS.	Application form/ Interview.
Education & Training	Attainment of 'A' level qualifications or equivalent experience. Attainment of GCSE qualifications or equivalent (level 2 standard of education) to include Maths and English Language.	Leadership training. Qualifications in an administrative related field.	Application form.
Special Knowledge & Skills	Excellent typing and word processing skills. Excellent literacy and numeracy skills. Excellent IT skills particularly in the use of Word and mail merging. Excellent written, organisational and communication skills.	Knowledge of school's administrative systems, both manual and computerised.	Application form/ Interview.
Any Additional Factors	Meticulous attention to detail. Self-motivated and enthusiastic. Professional and friendly approach. Discreet & confidential. Ability to prioritise. Able to work on own initiative and in a team. Comfortable with young people & children. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.		Interview.