

PENRYN COLLEGE

JOB DESCRIPTION

Job Title:	Receptionist and Office Administrator
Grade:	D
Hours:	22.25 hours a week (plus Saturdays on a rota basis), term-time only plus inset and 12 days
Responsible to:	Front Office Team Leader
Direct Supervisory Responsibility for:	None
Indirect Supervisory Responsibility for:	None
Important Functional Relationships:	<u>Internal:</u> Front Office Team, Operations Manager, HR Officer, Attendance Team, Headteacher, SLT, School Staff, Pupils, Pupils <u>External:</u> Parents, Visitors to the school, LEA representatives, Suppliers of goods and services, Contractors

Main Purpose of Job

To work from our busy reception as the first point of call, providing a customer care role for all visitors, parents and staff including on the spot services to students as required, including first aid and issuing of temporary student ID cards. To undertake administration relating to student attendance. To provide administration support to the school under the direction of the Front Office Team Leader.

Duties and Responsibilities

1. To welcome visitors to the school in a professional and hospitable manner, ensuring signing in procedures which include safeguarding, Health and Safety and Fire protocols are followed.
2. To receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required.
3. To provide help and support to parents, staff, visitors and students when they visit reception.
4. To ensure appropriate standards of tidiness and order in the school reception area so as to project a professional and welcoming environment for parents, pupils and visitors to the school.
5. To be part of the reception rota team to cover Saturday morning reception on a rota basis and the evening reception as required.
6. To complete the necessary daily routine attendance administration as directed by the Education Welfare Assistant.
7. To collate and distribute registers and absence reports and maintaining accurate registration details (including filling in missing marks).
8. To hold paper and sports registers on reception, updating information on SIMs as necessary.

9. To respond to Truancy Call as directed. To assist with phoning the parents of all students who the college have not received notification of absence through truancy call or otherwise, prioritising those eligible for Pupil Premium.
10. To assist with the issuing and replacing of ID cards to students at the start of the school year and as necessary throughout the year.
11. To provide and administer first aid (as trained) to staff and pupils, taking appropriate action in the event of an emergency and communicating with staff and parents in accordance with procedures. Maintaining the Emergency First Aid at Work qualification (school funded). Dispensing medically prescribed controlled drugs (as per the approved procedure), ensuring accurate recording procedures are followed and to be responsible for children and adults who are sick within the school.
12. To provide green slips (borrowing money from school for lunch) to students.
13. To send text messages / emails home as directed by SLT.
14. To sort and return named lost property, list the unnamed items, store for the requested time, before supporting the team with the recycling of lost property.
15. To assist with issuing student lockers and maintained throughout the year. Ensuring accurate records of lockers, locks and security codes at all times on SIMS. Assist at the end of each academic year with the return of locks 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.
16. To work within and maintain all school established administrative systems and procedures. To assist in the administration associated with all school record-keeping (eg: free school meal list, post book, stock database, accident log book, lettings diary, registers, absence reports etc), as well as such areas as correspondence, reports, document collation and enveloping, updating pupil records both electronic and paper, photocopying and filing.
17. To assist in the inputting of student data on SIMS as requested to ensure all SIMS records are accurate and up to date.
18. To sort and distribute incoming mail to the school in a timely manner.
19. To support the Front Office Team Leader during fire drills or in the case of emergencies to ensure all registers, equipment and procedures assigned to the office team are carried out.
20. To act as a member of the administration team and to provide support and cover for other members of the team when the need arises and as directed by the Front Office Team Leader.
21. To liaise with staff, Governors, pupils, parents and outside agencies as and when required.

Additional Saturday Reception Duties and Responsibilities

1. To provide some practical support in liaison with the on call caretaker including helping to maintain security, showing people rooms, access to equipment and addressing facilities issues that arise.
2. To collect money from community club members, keep accurate records, maintain money securely and ensure that information and money is passed to the Finance Office.

General Duties and Responsibilities

1. To maintain at all times, the utmost confidentiality with regard to all reports, records, personal data relating to staff and students and other information of a sensitive or confidential nature in the school.
2. 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 to raise any concerns relating to such procedures which may be noted during the course of duty.
3. To be aware of and adhere to applicable rules, regulations, legislation and procedures including the Schools Equal Opportunities Policy and Code of Conduct, national legislation (including Health and Safety, Data Protection).
4. To be responsible for your own continuing self-development, undertaking training as appropriate.
5. To undertake other duties appropriate to the grading of the post as required.

Date Prepared: July 2020

Prepared by: Penryn College

PERSON SPECIFICATION

Job Title: Receptionist

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

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	<p>Practical experience of receptionist and administration work.</p> <p>Practical experience of telephone network systems and the ability to use Microsoft Office programmes including Word, Excel, Email and the internet.</p>	<p>Relevant receptionist and administration work experience within a school/ college environment.</p> <p>Reception/Student Services Experience.</p> <p>Experience of SIMS.</p>	<p>Application form/ Interview.</p>
<u>Education & Training</u>	<p>Attainment of GCSE qualifications or equivalent (level 2 standard of education) to include Maths and English.</p> <p>First Aid trained (or happy to undertake the training)</p>	<p>Attainment of NVQ Level 3 qualification in a relevant subject area.</p> <p>Knowledge of outside agencies available to schools.</p>	<p>Application form.</p>
<u>Special Knowledge & Skills</u>	<p>Good IT skills.</p> <p>Excellent written, verbal and oral communication skills.</p> <p>Excellent numeracy and literacy skills.</p> <p>Excellent organisational skills.</p>	<p>Knowledge of Safeguarding Procedures in a School Environment.</p>	<p>Application form/ Interview.</p>
<u>Any Additional Factors</u>	<p>Reliable, self-motivated and enthusiastic.</p> <p>Friendly and professional approach.</p> <p>Professional, tactful & sensitive.</p> <p>Discreet & confidential.</p> <p>Ability to maintain high standards of accuracy and have a calm methodical approach to work.</p> <p>Ability to prioritise.</p> <p>Able to work on own initiative and in a team.</p> <p>Acceptance of different attitudes, enjoys working with young people & children.</p> <p>Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.</p>	<p>Be able to communicate with people of all ages, abilities and attitudes.</p>	<p>Interview/ References.</p>