

TITLE OF POST:	Receptionist/Administrative Assistant
GRADE:	Scale 3 APT&C Conditions of Service apply
PURPOSE OF POST:	To be a member of the School Administration Staff and assist in the overall delivery of the services involved
DATE OF APPOINTMENT:	To be confirmed
LINE MANAGER:	Front Office Manager
HOURS:	25 hours per week, term-time plus 5 training days (39 weeks) <i>To work between the hours of 7.30am and 12.30pm</i>

JOB DESCRIPTION

Specifically:

To be the first point of contact for enquiries made at the school and to manage the school switchboard system. Undertake appropriate training as necessary.

To promote the school through a welcoming and appropriate management of information requests from the school and wider community.

To undertake those additional duties required to provide the school with an efficient and effective administration system.

To provide support to students seeking information on a day to day basis.

Main Duties and Responsibilities:

a) School Communication

1. Day to day supervision of reception and front office.
2. To manage the school switchboard in a pleasant and efficient manner.
3. To convey messages and information in a positive and sensitive way so as to maximise the flow of information.
4. To ensure distribution of information to Parents/Carers in the appropriate format in an efficient and effective way.
5. To provide information in a supportive way as agreed through the school policies.
6. To be supportive to students seeking assistance and help.
7. To undertake training to support the role.
8. To assist in the preparation and production of all smart cards ensuring that the links to the database are established.

b) Administration

1. To undertake the clerical work in line with the needs of the administration requirements of the school.
2. To organise distribution of information to different clients in the school.
3. To deal with post incoming and outgoing in line with the administration procedures.
4. To process applications for Free School Meals, in line with procedures

c) Marketing

1. To present an image which portrays the school as being informed, helpful, caring and organised.
2. To provide a calm environment, even when things are difficult.
3. To be presentable and smart with a friendly speaking voice and approach to all persons interacting with the school
4. To train staff in new administration procedures as and when necessary, this to include induction

d) General

1. Participate in general responsibilities of all staff. To promote the school through an efficient and effective delivery of the role.
2. It is inevitable that responsibilities and duties will evolve and regular reviews of the post will be undertaken.
3. The post holder will be expected to undertake such tasks as are commensurate with the position and on the direction of the Head Teacher.
4. Participate in appropriate training to support the fulfilment of the role and/or its further development.

Barnhill Community High is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

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PERSON SPECIFICATION

1. Recent experience of work in a school or administration environment
2. Proven ICT skills, including familiarity with a range of generic office software and the experience or ability to work with school management software (SIMS)
3. Experience in use of switchboards/working in reception area
4. An organised approach to work, with an ability to manage own workload and an ability to work on own initiative when appropriate and with regard to working relationships and school procedures
5. Good interpersonal skills and ability to communicate effectively both orally and in writing, including deal with people at all levels
6. Ability to establish and maintain effective working relationships at all levels whilst demonstrating a flexible approach
7. Ability to work under pressure and ensure that deadlines are met
8. Willingness to work to further the school's aims with regard to equal opportunities and raising achievement
9. Willingness to work cooperatively towards the aims of the school