

<b><u>Job Title:</u></b> Part-Time Receptionist – Attendances & Staff Support	<b><u>Grade/Salary:</u></b>  Scale 3 P5-6 Annual actual salary range £15,605 - £15,862 (depending on experience)	<b><u>Hours:</u></b> 11.00am to 4.30pm, 5.5 hours, 5 days per week (15 mins per day unpaid break) Contracted hours: 26.25 per week.  <b><u>Weeks Per Year:</u></b> 38 plus 5 inset days
<b><u>Line Managing:</u></b> <ul style="list-style-type: none"><li>• None</li></ul>	<b><u>Reporting to:</u></b> <ul style="list-style-type: none"><li>• Attendances &amp; Admissions Officer/PA to Head of School</li></ul>	
<b><u>Job Purpose:</u></b>  This post is responsible for: <ul style="list-style-type: none"><li>• To support the school by providing administrative support and an efficient and welcoming Reception service</li><li>• To manage key tasks related to attendance and the monitoring of attendance working with the</li><li>• Admissions &amp; Attendance Officer</li><li>• Assisting with key tasks relating to marketing and staff support</li></ul>		

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Main Duties and Responsibilities:	
AREA OF RESPONSIBILITY LISTED	<ul style="list-style-type: none"> <li>Operate a reception service that promotes a professional image of the school, including being responsible for the signing in and out/monitoring the entry of all persons/visitors to the school at the main entrance, checking DBS details where appropriate and ensuring required identification is issued to all visitors entering the school premises</li> </ul>
	<ul style="list-style-type: none"> <li>Greet all visitors in a warm and welcoming manner, dealing with enquiries in a helpful and informative manner and, where necessary, referring queries to the relevant person</li> </ul>
	<ul style="list-style-type: none"> <li>Manage the school's InVentry signing-in system, including liaising with relevant external support teams (InVentry; Trust ICT support) to help maintain the system</li> </ul>
	<ul style="list-style-type: none"> <li>Answer incoming calls, transfer calls to relevant staff and take necessary messages, passing them on to the person concerned; ensuring any urgent messages are relayed to pupils and staff efficiently and in a confidential manner</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure a register is kept of pupils arriving or leaving the building outside of normal registration periods and update the school's InVentry system accordingly</li> </ul>
	<ul style="list-style-type: none"> <li>Receive and distribute post and parcels in a timely manner, organise postage for outgoing post and ensuring these are taken to the Post Office as required</li> </ul>
	<ul style="list-style-type: none"> <li>Manage the school's main email address and ensure messages are either replied to or forwarded to the appropriate person</li> </ul>
	<ul style="list-style-type: none"> <li>Provide cover for other staff within the admin team as necessary and as appropriate including Welfare Officer</li> </ul>
	<ul style="list-style-type: none"> <li>Arrange for text messages to be sent to parents of absent children as directed by Attendance &amp; Admissions Officer and any other texts emails to parent/carers from SLT                             <ul style="list-style-type: none"> <li>Provide other general administrative support in the main office, as required, which may include:                                     <ul style="list-style-type: none"> <li>Support with arranging trips, events and other activities, including booking transport, venues, letters to parents and collecting payments and return slips</li> <li>Collate and distribute newsletters, policy documents, worksheets, etc., as necessary</li> <li>Prepare letters and documents for senior and middle leaders</li> <li>Complete miscellaneous duties with regard to school concerts and functions, including sending out invitations, tickets and dealing with the sale of such to pupils, parents and visitors and music enrolment</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>- Process admission forms, collecting and checking pupil files and redirecting them appropriately as required by the school's Attendance/Admissions officer</li> <li>- Update pupil files and folders on a regular basis, ensuring secure storage of confidential documents</li> </ul>
	<p><b>SPECIFIC DUTIES (ATTENDANCE)</b></p> <ul style="list-style-type: none"> <li>• In support of the Attendance Officer, undertake a range of tasks related to monitoring and maintaining attendance. For example: <ul style="list-style-type: none"> <li>- Respond to parent requests for absence as directed by the Attendance Officer</li> <li>- Monitoring registers and following-up absence with parents</li> <li>- Providing management information as needed for assemblies, meetings, LA referrals, etc, including assisting the Attendance Officer with returns to the LA (Local Authority) and DfE (Dept of Education)</li> <li>- Produce the monthly attendance report for the LA</li> <li>- Provide information for Attendance Certificates (and any other pupil certificates) and help organise pupil reward events</li> <li>- Follow up unexplained student absences where no reason for absence has been given</li> <li>- Other tasks as directed by the Attendance Officer and/or Pastoral Manager</li> </ul> </li> </ul>
	<p><b>SPECIFIC DUTIES (MARKETING AND STAFF SUPPORT)</b></p> <ul style="list-style-type: none"> <li>- Prepare and circulate the weekly Staff Bulletin, including collating messages from staff and liaising with Head and senior staff to confirm content.</li> <li>- Follow up with Year Leaders for news items for End of Term Newsletter, take photos of events and send to the Marketing Manager</li> <li>- Ensure that all staff personnel details, when changed are updated on SIMS/SAMs (Personnel system)</li> <li>- Upload staff files on to SAMs (Personnel system) and hard copy files in a timely manner and regularly review archived files and confidentially destroy those that have expired</li> <li>- Take charge of staff ID card orders and assist with any administration for new starters or potential employees including e.g. writing off for references.</li> <li>- As required support relevant staff by updating administrative/information systems and processes in a timely manner, as well as retrieving and collating information to ensure delivery of a high-level reception and administration service</li> </ul>
	<p>This is a broad outline of the main duties of the post. You may be required to undertake other tasks that are commensurate with the general level of responsibility and scope of the post, or as may be decided by the Headteacher or other delegated persons of responsibility.</p>
Other	<ul style="list-style-type: none"> <li>• Maintaining confidentiality about all aspects of the post</li> </ul>
<p><i>This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.</i></p>	

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## Person Specification

<u>Criterion</u>	<u>Essential</u>	<u>Desirable</u>	<u>Method of Assessment</u> <u>(Application/Interview/Test)</u> <u>A/I/T</u>
<b>Education / Qualifications</b>	Numeracy and Literacy to minimum GCSE standard or equivalent	First Aid Certificate (desirable or willingness to undertake training)	Application  Task
<b>Experience</b>	<p>Previous experience of working in a reception or customer-facing environment</p> <p>Ability to deal with general administration in a neat and organised manner</p>	Previous experience of working in a school (desirable)	Application  Interview
<b>Skills/Abilities/Knowledge</b>	Confident user of Microsoft Office	Experience of using SIMs school management software (desirable – training can be given)	Application Interview Task
<b>Personal Qualities</b>	<p>Ability to work effectively and respond well under pressure.</p> <p>Ability to provide a welcoming environment and friendly disposition to all visitors to the school</p> <p>Ability to deal with difficult situations.</p>		<p>Application Interview</p> <p>Application Interview</p> <p>Application Interview</p>

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## Job Description and Person Specification

	Organised and efficient administrative skills.		Application Interview
	Excellent communication skills.		Application Interview
	Ability to use initiative and work as part of a team		Application Interview
	Ability to work in a discreet and sensitive manner		Application Interview
<b>Additional Contractual Obligations</b>	Be aware and adhere to all safeguarding and Trust policies		

**Line Managers Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Postholder Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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