



The Royal Liberty School

'Where boys are ambitious, where boys succeed'

Head Teacher: Mr L Raftery BSc (Hons), MA, NPQH

Job Profile

Job Title:	Receptionist/Administrative Assistant
School:	The Royal Liberty School
Reports to:	Headteacher's PA
Grade:	Scale 3

Main Purpose of the Job

The receptionist is a member of the school support staff, one of a team responsible for ensuring that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders.

The receptionist is often the first point of contact and is, therefore, expected to demonstrate exemplary customer service to both internal and external stakeholders.

Major Duties

- To be responsible for inputting student data into Bromcom system including annual pre admissions in collaboration with the assistant administrator and student services coordinator.
- To use our Bromcom database system retrieving and entering information.
- Manage the visitors log and student image consent data
- To provide an effective reception/student reception service and act as first point of contact to all visitors and callers to the school.
- To respond to all queries from visitors and if appropriate escort them to their destination.
- Open, sort and distribute external and internal mail.
- Answer the telephone and take accurate messages.
- Provide first aid to students and staff.
- Keep accurate records of FSM students.
- Manage active files effectively and general filing duties.
- To be responsible for ensuring post/parcels are taken to the Post Office.
- To be responsible for the management of the franking machine.

Diary Management

- Provide refreshments for visitors, interview candidates and various internal meetings as directed by their line manager and to clear away after the meeting has finished.

Administration

- To maintain an accurate filing system
- To deal with administration of school trips and visits in conjunction with the Administrative Officer.
- To take minutes of meetings where required

Upper Brentwood Road
Gidea Park Essex RM2 6HJ

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First Aid

- Administer first aid to students and staff when required.
- To ensure that accidents are recorded accurately and arrange for parents to collect students if necessary.
- Ensure that students whose medication is left in school receive correct amounts as advised by parents.

Additional Requirements

- Required to do any other administration roles that are appropriate for the level of responsibility.
- Comply with Health and Safety regulations.
- Demonstrate a flexible approach to your work at times performing duties not specifically identified in your job profile but which are in line with the general responsibilities of the post.
- To complete any training required to improve and develop performance.
- To take an active role in the reviewing of your own progress and set targets for future development.

Other Professional Responsibilities

- To take appropriate action to identify and minimise any risks to health, safety and security in the immediate working environment.
- To work in accordance with the values of the school particularly with regard to promoting positive attitudes towards tolerance and respect for other people.
- To work in accordance with school policies and procedures as identified in the staff handbook and school policy folder.

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Notes:

1. The school expects its employees to work flexibly within the framework for the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities.
2. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.

Signed: **Date:**

The Royal Liberty School is committed to safeguarding and promoting the welfare of children and young people. All adults who work at the school must share this commitment to young people.

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PERSON PROFILE

Job Title: RECEPTIONIST/ADMINISTRATIVE ASSISTANT

Grade: Scale 3

REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS			
Ability to provide a high level of customer service.	✓		A, I
Good verbal and written communication skills	✓		A, I
The ability to act tactfully and sensitively to the needs of children and parents	✓		I
Ability to communicate professionally at all levels within the school community to students, staff, parents, governors and visitors.	✓		A, I
To remain professional at all times and ensure professional boundaries	✓		I
Maintain high levels of accuracy and attention to detail	✓		T
Ability to manage own time and prioritise appropriately	✓		T
Display initiative and be proactive in solving issues and problems	✓		A, I, T
The ability to maintain accurate records	✓		I
To ensure confidentiality is upheld at all times	✓		I
To have the ability to manage own time and prioritise your work accordingly	✓		A, I
KNOWLEDGE			
To have an understanding of how a school office operates	✓		I
Appreciation of Safeguarding and Child Protection within a school context	✓		I
Knowledge of Health & Safety appropriate to the role	✓		I
To have working knowledge of Microsoft Word, Excel and use of various databases	✓		A, I
EXPERIENCE			
Experience of working with children	✓		A
Considerable IT experience	✓		A, I
QUALIFICATIONS			
GCSE/NVQ Level 2 or equivalent in literacy and numeracy	✓		A
Up to date First Aid Qualification	✓		A
Bromcom experience		✓	

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