



## **Job Description**

<b>Job Title</b>	<b>Part-time Receptionist and Administration Assistant</b>
<b>Grade</b>	2
<b>Hours</b>	20 hours - 4 hours per day (12-4pm), 38 weeks per year (term-time only)
<b>Reports To</b>	Senior Administration Assistants

### **Job Purpose And Content**

We are looking for a smart, conscientious and competent administration assistant to join our school office team.

As part of the school administration team, provide support for the school community.

### **Responsibilities And Role**

To provide high-quality administrative support in our busy school office, acting as the first point of contact for parents, carers, visitors, pupils, and staff. The postholder will support the smooth running of the school, maintaining professionalism, confidentiality, and a welcoming atmosphere at all times.

#### **Key responsibilities:**

- Provide a friendly and efficient reception service, greeting visitors and dealing with telephone and face-to-face enquiries
- Manage incoming and outgoing correspondence, distributing mail and messages promptly
- Handle queries from parents, carers, and other stakeholders, including managing challenging situations calmly and professionally
- Maintain accurate records and update school databases as required
- Support the safeguarding procedures by monitoring visitor access and ensuring safeguarding protocols are followed
- Undertake general administrative tasks, such as photocopying, filing, and data entry
- Assist with attendance registers and pupil records
- Support with the organisation and co-ordination of visitors on site, including hospitality as required
- Liaise with staff regarding pupil and school matters as directed
- Provide support for first aid and welfare duties, including caring for sick or injured pupils, if required
- Assist with organising events, meetings, and school communications
- Carry out any other duties as reasonably required by the Senior Admin. assistants or Senior Leaders.

**Knowledge, experience and training**

- Experience of a public-facing role, as a first point of contact for our families
- A warm, professional manner
- The ability to listen well and respond appropriately
- Excellent written and spoken communication skills
- The ability to use a range of software and experience of a management information system (SIMS desirable)
- Knowledge of school systems
- A desire to work in a Primary school

**Person Specification****Qualifications and Training**

- Good general standard of education (GCSEs or equivalent in English and Maths)
- Willingness to undertake relevant training

**Experience**

- Experience of administrative work in a busy environment
- Experience of working in a professional capacity with children (desirable)
- Experience of managing multiple tasks simultaneously

**Skills and Knowledge**

- Excellent communication and interpersonal skills, with the ability to remain calm and professional at all times
- Good organisational skills, with attention to detail and accuracy
- Ability to prioritise workload and meet deadlines
- Confident using IT, including Microsoft Office and school databases
- Ability to handle confidential information appropriately

**Personal Qualities**

- Friendly, approachable, and professional manner
- Ability to work as part of a team and independently
- Good sense of humour
- Resilient, with the ability to manage challenging situations calmly
- Commitment to safeguarding and promoting the welfare of children
- Flexible and adaptable to changing demands

**General**

This job description only contains the principal accountabilities relating to this post and does not describe in detail all the tasks required to carry them out. Duties may vary from time to time without changing the character of the post or the level of responsibility.

**Special notes or conditions**

The post holder will be subject to a full police and suitability check to satisfy child protection requirements. The post is exempt from the provisions of the Rehabilitation of Offenders Act and all convictions or cautions must be declared.

The post-holder has a responsibility to promote and safeguard the safety and welfare of children in accordance with the school's child protection and behaviour management policy.

## NOTES

1. The school expects all staff to be flexible. This means that a team member can be expected to carry out duties that are not specified in this job description but that are within the scope of responsibilities of the post.
2. This job description may be subject to amendment, to meet the changing needs of the MAT, following appropriate consultation with the postholder.

## Additional duties

- Comply with the Code of Conduct, and all policies and procedures of the MAT and the school, and to report any concerns to the appropriate person.
- Engage in relevant continuous professional development opportunities and performance management/review arrangements.

<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed by</b>
Able to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Confident using IT, including Microsoft Office and school databases	✓		Application & interview
Able to work independently and support the work of the team	✓		Application & interview
Able to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Able to communicate and interact effectively with adults and children and young people	✓		Application & interview
Able to apply instructions given by teachers or supervisors	✓		Interview
Able to maintain confidentiality of pupil information	✓		Interview
Resilient, with the ability to manage challenging situations calmly	✓		Application & interview
<b>Knowledge</b>			
A basic understanding of health, safety and security issues in schools		✓	Interview
<b>Qualifications and Experience</b>			
Good general standard of education (GCSEs or equivalent in English and Maths)		✓	Application & interview

Experience, on a voluntary or paid basis, of working with children or young people		✓	Application & interview
Willingness to undertake relevant training	✓		Application & interview
Willingness and motivation to participate in any training or development required to improve skills/performance	✓		Application & interview
Willingness and motivation to achieve Level 2 certification in literacy and numeracy	✓		Interview