



Walthamstow Academy

The best in everyone™

Part of United Learning

Job Title:	Receptionist and Administrator
Job Family:	Administration and Business Management
Line Manager:	School Business Manager
Band:	Band 2: Vocational £23,954 - £34,557
Hours:	37.5 hours per week 52 Weeks or Term Time Only

Job Purpose:

To support the effective and efficient running of Academy's reception and administration function, by providing a range of administrative and practical services that are flexible and adaptable. The Receptionist Administrator will aid and improve the organisation by responding to the needs of departments, and supporting the operational day to day running of the school.

Responsibilities:

Administration and reception

- To carry out reception tasks as the first point of contact for visitors and callers to the school ensuring that everyone receives a welcoming, positive and helpful response dealing sensitively with enquiries, offering help and guidance as appropriate.
- To respond to queries, provide information and services, take and record messages and to diarise/schedule meetings.
- To assist with trips, events and visits
- To coordinate all staff meetings, including invites, paperwork, refreshments, room booking and layout
- To be responsible for the Academy calendar including outlook, invites, communication of events
- To provide administrative and organisational support to include: photocopying, collating, record keeping, data input, ordering
- To update display boards, in class and around the Academy
- To organise letters or phone calls home to parents

Pastoral support

- Liaise with parents in writing, on the phone and in person. Provide them with accurate information and assist them in engaging with the school on all pastoral matters.
- Provide administrative assistance to SLT, Heads of Year and other members of the Pastoral Team, as required for their pastoral duties

- Take a lead on Free School Meals and Arbor lunch payments, and be the parent contact for Arbor
- To track pastoral data on rewards and sanctions and support attendance and follow up
- To be responsible for logistics and the smooth running of parents evenings
- To support with new admissions and the transition of paperwork
- To issue suspension and exclusion letters and support reintegration of students following sanctions
- To be responsible for P3 letters, reward events, certificates etc
- To maintain student files

Links:

- To maintain good communications and working relationships with staff at all levels, ensuring their technical service needs are met promptly and efficiently
- To attend United Learning, Academy and team meetings, CPD and professional development as required

Other:

- To undertake relevant training to enhance personal development, using the knowledge to benefit the Academy.
- To maintain confidentiality at all times in respect of Academy-related matters and prevent disclosure of confidential or sensitive information.
- To administer first aid (given relevant training).
- To undertake any other reasonable duties as requested by the Principal or SLT or Line Manager.
- To have due regard for safeguarding and promoting the welfare of students and to follow the child protection procedures adopted by United Learning and the Academy's safeguarding policy.
- The post holder may be required to work outside of normal Academy hours on occasions with due notice.
- To take part in the Academy's staff development programme by participating in arrangements for further training and professional development.
- To continue personal development in the relevant areas
- To attend departmental meetings as necessary.
- To work as a member of a designated team and to contribute positively to effective working relationships within the Academy.

The job description is not necessarily a comprehensive definition of the post. It will be reviewed regularly and may be subject to amendment from time to time after consultation with the post holder and without changing the level of responsibility of the post.

ESE July 2023