

## Job Description

<b>Vacancy Reference</b>	Clerical Assistant/Receptionist	<b>Job Number:</b>	L3028D
<b>Job Title:</b>		<b>Post Number:</b>	1022586
<b>Directorate:</b>	People	<b>Grade:</b>	Grade 2
<b>Service:</b>	Schools		
<b>Location:</b>	Wyken Croft Primary School		

37 hours per week, term time only plus TTD (39 weeks)

### Job Purpose:

To ensure the provision of an efficient and effective reception and clerical support service to the school, and its Core Leadership Team, ensuring high standards of customer service, accuracy and confidentiality is maintained at all times.

### Main Duties and Responsibilities:

1. Provide a reception & administration service for the school, acting as first point of contact for pupils, parents and visitors, dealing with enquiries as they arise and receiving visitors, ensuring that security and safeguarding procedures are adhered to and automated signing in systems are correctly used. Assisting in office administration as directed by Line Manager.
2. To undertake clerical tasks on behalf of the Core Leadership Team.
3. Make and receive internal and external telephone calls, filtering calls as necessary and taking messages as required.
4. Arrange appointments/meetings on behalf of the Core Leadership Team as directed, liaising with parents, the LA and outside agencies.
5. Ensure that the daily post is opened, date stamped and distributed across the school.
6. Assist with the online systems for dinner money and trip money from parents ensuring that all system procedures are followed. Update and maintain pupil records on our various online platforms .

7. Assist our Attendance Officer in recording any pupil attendance information ensuring accuracy with information received from parents by parent communication packages such as studybugs
8. Assist with the administration of school meal numbers and maintaining computerised records.
9. Assist with any whole school photocopying as and when required.
10. Maintain school stationery supplies, ensuring that order request forms are completed as and when goods are required.
11. Take delivery of parcels as are they arrive, checking the goods against the relevant paperwork before distributing them.
12. Contact parents (or the emergency contact) to advise when their children are sick or injured.
13. Maintain and update filing and pupil record systems, ensuring that all details including all details, especially emergency contact details are up to date and consent forms for pupils have been received and filed appropriately.
14. Maintain the information boards within the school premises, displaying information of interest to parents such as weekly newsletters.
15. Undertake an annual review to discuss achievements against job description and identify areas of training needs.
16. Maintain order processing as directed.
17. Any other duties and responsibilities within the range of the salary grade.

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All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

This job description may be amended at any time, following consultation between the School Business Manager or Headteacher and the Post-holder. It will be reviewed annually.

**Responsible to:** School Business Manager



Wyken Croft  
Primary School

## Person Specification

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<b>Service:</b>	Schools	<b>Grade:</b>	Grade 2
<b>Location:</b>	Wyken Croft Primary School		

	<b>Job Requirements</b>
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• An understanding of administrative procedures.</li><li>• Ability to use a range of online system that the school uses.</li><li>• An ability to use all office equipment within the context of Health and Safety Regulations.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Able to provide excellent customer service to our stakeholders.</li><li>• Able to communicate, and enjoy working, with children in a sensitive and caring manner within a multicultural setting.</li><li>• Able to prioritise and organise workload to meet deadlines and remain calm under pressure.</li><li>• Able to liaise and communicate effectively with staff, parents, children and others by telephone and on an interpersonal level, to obtain and give information in a courteous way and to resolve queries and filter callers where appropriate.</li><li>• Able to record and present information in a neat and legible way.</li><li>• Able to support the provision within the office liaising with messages from parents to book appointments, take messages and arrange meetings.</li><li>• Able to stay calm with difficult visitors and follow agreed guidelines for such situations.</li><li>• Able to operate office equipment such as photocopier, fax etc.</li><li>• Able to recognise the importance of, and maintain security and confidentiality within, the guidelines of the Child Protection Act.</li><li>• Able and willing to undertake staff training and development courses.</li></ul>
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<b>Experience:</b>	<ul style="list-style-type: none"><li>• Proven clerical background covering activities such online systems.</li><li>• Proven customer service record</li><li>• Maintenance of pupil data</li><li>• Ability to use IT packages such as Word, Excel, Publisher and Bromcom.</li></ul>
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<b>Educational:</b>	Must have A – C GCSE in Math's and English
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<b>Special Requirements:</b>	<input type="checkbox"/> This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
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Updated May 2025

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