



St Augustine's Catholic Primary School

Part of the Holy Cross Catholic Multi Academy Company

Job Description Customer Service Apprentice

Salary Scale: Apprentice

5 days a week with 1 day for training, term time plus teacher training days

Introduction

This appointment is with the Holy Cross Catholic Multi Academy Company under the terms of the Catholic Education Service contract. The post-holder will, by personal example, ensure that the Catholic ethos and Mission of the school, permeates all aspects of the life of the school.

This job description may be amended at any time, following consultation between the Head teacher and the post-holder. It will be reviewed annually.

Job Purpose:

To be a main point of contact for callers and visitors to the school, offering guidance and assistance both personally and by telephone and provide clerical support to the main school office under the guidance of the School Office Manager.

Main Duties and Responsibilities:

- Assist with the welcoming and efficient reception service, greeting parents and other visitors, filtering telephone calls, taking and distributing accurate messages as required and processing enquiries when appropriate.
- Ensuring that the Reception area always looks professional and welcoming.
- Assist with keeping the office organised and maintain supplies of office equipment i.e. paper, toner, stationery etc.
- Undertake general office duties, including maintaining and updating manual and computerised records and filing systems e.g. pupil admissions records, photocopying, collating and word processing. Retrieve and send e-mail
- Assist in processing the incoming and outgoing post. To maintain the confidentiality of information in line with GDPR and the security of office systems, records, files and equipment.
- Take delivery of post and parcels and ensure prompt and safe storage, checking delivery and alerting relevant staff of arrival.





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- Assist with the school meal procedures, including registers, working with the kitchen to ensure they have the number of meals required.
- Assist with the administrative arrangements for school trips.
- Attend training courses and develop knowledge and skills
- Any other duties and responsibilities within the range of the salary grade.

