

JOB DESCRIPTION

| Post Title | School Receptionist and Administrator (Monday to Thursday) |
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| GRADE | Grade 3 – Term Time Only plus one week (Teacher Training Days) Salary: £19,264 – £20,444 per annum pro rata; Actual Salary Approx. £13,300 - £14,114 per annum) |
| HOURS | Part time, 30 hours per week 8:00 a.m. – 4:00 p.m. Mon – Thurs (30-minute unpaid lunch break daily) |

The Westwood Academy is committed to safeguarding and promoting the welfare of children and young people/vulnerable adults and expects our staff and volunteers to share this commitment.

Job Purpose:

- To provide an efficient, effective and welcoming reception service for the school.
- To provide support to the main administrative function of the school; individual duties as required

Description of main duties and responsibilities:

1. Provide full cover for the reception and switchboard, to ensure an efficient service is provided to school staff, students and visitors to the school. To answer reception office incoming telephone calls as the lead member of the reception team.
2. Receive all visitors and ensure they sign in and out in accordance with the schools' procedures, including Safeguarding protocols and procedures.
3. Use electronic entry system for school gates and barrier enabling access for pupils, parents, staff, contractors and visitors to the school premises.
4. Maintain an up to date log of visitors, telephone calls and other relevant reception records.
5. Deal with general day to day queries from staff, pupils, parents and visitors.
6. Liaise with external agencies as required, e.g. Free School Meals team, School Nurse Service, Council Departments, school photographs etc. To include liaison with emergency services as required.
7. Undertake the distribution and collection of post. Recording of outgoing and incoming post as required. Receive and distribute all incoming mail
8. To undertake First Aid training and be available to act as a school First Aider

9. To act as a fire marshal for immediate and adjacent area and be trained to use/access the main fire alarm panel.
10. Accept mobile phones and other pupil belongings for safekeeping. To assist with provision of uniform to pupils as required working in conjunction with the APPL Administrator. To ensure lost property is either distributed back to pupils reused or discarded as required.
11. Using the school's computerised system, which is currently School's Information Management System (SIMS), Microsoft Word, Excel or manual systems as appropriate to assist with daily school administrative procedures.
12. Assist with the maintenance of up-to-date pupil electronic and paper files and records. To include all files for pupils new to the school (year 7 and in year admissions).
13. Maintenance, checking and preparation of the index of Free School Meal for all eligible pupils. Liaise with catering provider and school finance team as required. Liaise with parents as required.
14. Assist with receiving and processing postal and parcel deliveries to the school.
15. Word processing of documents/letters etc as required
16. Undertake photocopying, filing and all other general office duties
17. Assist with other school information databases during busy times, e.g. transition of new Year 7 pupils, academic year end, annual school photographs etc.
18. Assist with hospitality for visitors as required
19. Attend Open Evening/Open Days and other school events as required (for additional pay or TOIL)
20. As and when required - To undertake duties as a support staff invigilator during school examinations. To act as a reader / writer for SEN students during school examinations (training will be provided).

This is a general description of the main duties and responsibilities of the post at the date of production. Duties may change over time as requirements and circumstances change. Other duties may also be required from time to time.

General

21. Work in a professional manner and with integrity and maintain confidentiality of records and information.
22. Be aware of and comply with all KMAT policies including in particular Health and Safety and Safeguarding.
23. Participate in the KMAT Appraisal process and undertake professional development as required.
24. Adhere to all internal and external deadlines.
25. Contribute to the overall aims and ethos of the Kenilworth Multi Academy Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role
26. Provide supervisory support cover in the school dining hall as and when required at break time, and to operate a cashless till daily during lunchtime (as and when required during times of extreme need only).

AND other such duties which are within the scope and spirit of the job purpose, title of the post, and its grading as directed.

PERSON SPECIFICATION

| ATTRIBUTES | JOB REQUIREMENTS | For recruitment use only |
|--------------------|---|--------------------------|
| KNOWLEDGE | <ul style="list-style-type: none"> ▪ Of Reception skills ▪ Administration of computer systems ▪ Of office procedures and practices, including use of office equipment, such as telephone, photocopiers and computers ▪ Working knowledge of different ICT systems/packages. e.g. SIMS/Microsoft Office etc | |
| SKILLS & ABILITIES | <ul style="list-style-type: none"> ▪ Excellent telephone manner ▪ Excellent interpersonal skills; to be able to communicate and convey information effectively in person and in writing ▪ Ability to be effective in the face of difficult situations and pressures ▪ Ability to remain calm at all times ▪ Ability to handle people at a variety of levels with politeness, sensitivity, tact and the need to respect confidentiality ▪ Ability to prioritise own workload with minimal supervision & be self-motivating. ▪ Ability to liaise with colleagues, suppliers and visitors to the school effectively with a high level of interpersonal skills ▪ To be ICT literate, preferably in SIM's or other packages (Training will be given) ▪ Experience of the clerical and administrative function of a school or similar working environment ▪ To learn new working practices as required for this post ▪ To form effective working relationships with staff at all levels ▪ Handle several different tasks at one time, to cope with interruptions and still remain calm under pressure. ▪ Ability to work to defined guideline and procedures. ▪ To maintain accurate records and filing systems ▪ Ability and skill to enter data accurately ▪ Ability to work in an organised and methodical manner ▪ To work as part of a team and to cover for colleagues as required ▪ To undertake future training and professional development ▪ To communicate effectively with pupils and parents ▪ To prepare and type correspondence, reports and spreadsheets. | |
| EXPERIENCE | <ul style="list-style-type: none"> ▪ Of working in a school environment, ideally at secondary level ▪ Of reception, customer care and hospitality ▪ Of office administration ▪ School management systems – e.g. SIMS computer systems (desirable but not essential) ▪ Microsoft packages ▪ Ordering goods and supplies if required ▪ Working to timescales & deadlines | |

April 2022