

Job Description:

Administration Assistant and Receptionist

JOB DESCRIPTION:	Administration Assistant and Receptionist
RESPONSIBLE TO:	School Business Manager
JOB PURPOSE:	The Receptionist and Admin Assistant plays a crucial role in supporting the smooth operation of the University Collegiate School (UCS) within the QUEST (A Church of England Schools Trust) Multi-Academy Trust. This position is responsible for providing a warm and welcoming reception service to all stakeholders, including pupils, parents/carers, staff, and visitors. Additionally, the role involves carrying out various administrative duties to assist the school in achieving its vision and values. As an employee within QUEST, staff may be required to work at any school within the Trust.
LIAISING WITH:	Chief Finance Officer, Headteacher, Trust Finance Officer, Trust HR Officer, Administrative Officer, teaching and support staff, parents and carers, external agencies
SALARY SCALE:	QUEST Grade B point 3-5
DBS DISCLOSURE LEVEL	Enhanced

Professional Responsibilities

School Ethos

Work with colleagues in creating, inspiring and promoting excellence at all levels.

Uphold the culture and ethos of the Trust, ensuring school environments for teaching and learning that empower both staff and children to achieve their highest potential and be their best selves.

Attend and participate in events intrinsic to the daily life of the schools and Trust, celebrating success at every opportunity.

Actively support the Trust's policies relating to equality and diversity, inclusion and safeguarding, health and well-being, confidentiality and social networking.

Key Responsibilities

Main duties

- Update manual and computerised record/information systems.
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary.
- Manage and organise completed forms from parents/carers.
- Report any issues with the school's IT systems.
- Provide administrative support to staff as needed.
- Carry out filing, printing and photocopying.
- Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary.
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required.

- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.
- To provide general clerical and/or administration support including the administration of school lettings if required.
- To undertake general financial and administration tasks as requested by the Admin Officer.

Reception and Greeting Stakeholders

- Provide a friendly and professional reception service, greeting all visitors, pupils, parents, and staff in a courteous manner
- Manage the reception area, ensuring it is well-presented and organised
- Handle incoming telephone calls, emails, and other enquiries, directing them to the appropriate person or department
- Assist visitors by providing information and directing them to the correct location
- Act as the first point of contact for parents/carers and visitors arriving at the school.
- Deal with face-to-face enquiries efficiently and in a professional and supportive manner.
- Seek support from other colleagues where necessary to respond to complex enquiries.
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary.
- Assist staff and pupils with the information and support they need.
- To respond to general enquiries from staff, pupil/students, parents and visitors and to undertake reception duties, upholding safeguarding and health & safety responsibilities.

Security

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures.
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.

Written communication

- Write and send email responses that are professional and uphold the school's vision and values.
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc.) to parents/carers, staff and other stakeholders.
- Assist with marketing and promoting the school.

Attendance administration

- Monitor and maintain an accurate record of student attendance, producing reports as necessary.
- Monitor the late arrival of students and contact parents/carers to identify reasons for nonattendance, ensuring all safeguarding procedures are followed.
- To maintain and collate registers, pupil/student reports and any other information as required by LA or DfE.

Other areas of responsibility

- Read and follow the relevant school and Trust policies.
- Undertake training required to develop in the role.
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy.
- Contribute to the safety of children and young people and protect them from harm.
- Work with due regard to confidentiality and the principles of Data Protection, encouraging others to do the same.
- To be a positive public 'face' and 'voice' of the school.
- To arrange hospitality for visitors.
- To sort and distribute internal and external mail.
- To provide postal support including collection and delivery.
- To schedule visits to the school by outside agencies as requested
- To undertake pupil/student first aid/welfare duties including liaising with parents/carers and staff.
- To arrange hospitality for visitors.
- To be a positive role model at all times.

Professional Conduct

To sign and uphold the Trust’s Code of Conduct and ensure confidentiality is maintained at all times.
Maintaining a secure, healthy and risk free environment for students, staff and visitors

Safeguarding

Quest is committed to safeguarding and promoting the welfare of children and young people at all times. The post holder will be responsible for promoting and safeguarding the welfare of all children for whom they are responsible, or with whom they come into contact, in accordance with the trust’s Child Protection Policy.

To participate in the staff Performance Development Review process in accordance with the Trust’s policy and be responsible for self-motivation towards agreed targets.

Please note that this is illustrative of the general nature and level of responsibility of the role.

It is not a comprehensive list of all tasks that the post holder will carry out. The post holder may be required to do other duties appropriate to the level of the role.

QUEST is committed to safeguarding and promoting the welfare of children and young people.

Clearance from the Disclosure and Barring Service is required prior to appointment.

Signed Post Holder

Name Post Holder

Date

This job description was correct at the time of writing but may be subject to change and development according to the prevailing needs of the Trust.

All applicants must be legally entitled to work in the UK.

Person Specification: Administration Assistant and Receptionist

ESSENTIAL SKILLS/QUALIFICATIONS

GCSE in English and Mathematics – minimum grade C or Literacy & numeracy to NVQ Level 2 or equivalent qualification

NVQ level 2 in Business Administration or relevant equivalent qualification/ experience or willingness to work towards it

Applicants should be able to demonstrate experience, knowledge and understanding of the following areas relevant to the post:

Experience of using a range of computer packages i.e. Word, EXCEL

Experience of undertaking a range of routine clerical tasks

Experience/understanding of basic financial procedures

Experience of using internet, sending/receiving email

Knowledge of general office procedures

Awareness of principles of GDPR

Applicants should be able to provide evidence that they have the following necessary skills and abilities:

Ability to work under supervision and as a team member

Ability to complete tasks to deadlines

Good communication skills to respond to general enquiries

Ability to work effectively as part of a team and individually

Ability to take messages accurately and pass them on to the relevant person

Ability to respond to and resolve routine problems

Ability to work in accordance with the Trust's Safeguarding and health & safety policies

To show commitment to sustain excellent attendance at work

Commitment to and participation in the wider life of the schools and Trust

Willingness to be flexible and adaptable as determined by the needs of the schools and the Trust

Good timekeeping

Legally entitled to work in the UK

DESIRABLE SKILLS/QUALIFICATIONS

Previous experience of working with children of a relevant age

Knowledge of school related office procedures

Knowledge of working within a school setting or learning resource facility

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