

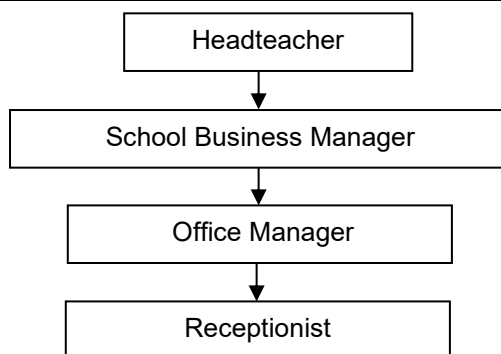
JOB DESCRIPTION

School: Brookfields School	Location: Tilehurst, West Berkshire
Job Title: School Receptionist Administrator	Grade/Salary Range: F

JOB PURPOSE

To provide efficient, effective and confidential administrative services to the Headteacher, leadership team and teaching staff. To be an administrative professional responsible for managing the front desk and be the first point of contact for all visitors and telephone callers to the school. To greet visitors, parents, pupils and staff and ensure the security of the school by monitoring access. To play a crucial role in maintaining a welcoming, safe and organised environment for everyone.

DESIGNATION OF POST AND POSITION WITHIN THE SCHOOLS STAFFING STRUCTURE



To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the Schools Health and Safety policy and any school-specific procedures / rules that apply to this role.

To promote the welfare of children and to support the school in safeguarding children through relevant policies and procedures.

To renew this job description with Line Manager annually.

- ☐ Promptly answer phones, school gate calls and emails.
- ☐ Manage incoming phone calls, provide information, forward messages and direct calls to the relevant staff members.
- ☐ Make outgoing calls to parents/carers when a child is unwell and needs to be collected from school ensuring the prompt delivery of all messages between parents, teachers and pupils.
- ☐ Manage and implement the signing in process for visitors and contractors.
- ☐ Check ID and DBS details (ensuring that the correct level of DBS check has been presented for their visit), maintain and update the SCR for all Agency Staff, visiting professionals and contractors
- ☐ Ensure the correct lanyards are issued to all Agency Staff and visitors, providing supervision as necessary.
- ☐ Welcome visitors, provide them with the necessary health and safety information and direct them, or escort them to the appropriate person or location.
- ☐ Respond to enquiries from visitors, parents, pupils and the public, helping and resolving issues whenever possible.
- ☐ Schedule appointments for parents and staff members, ensuring that calendars are organised, and conflicts are minimised.
- ☐ Manage all meeting room bookings.

- ☐ Liaise with NHS Paediatricians, Dieticians and Therapists to schedule Medical Clinics and Wheelchair Clinics, inform teachers of any appointments made for their pupils.
- ☐ Monitor, review and keep track of student attendance via Arbor, ensuring accurate records are maintained and promptly deal with missing marks. Co-ordinate with teachers and Family Support Workers to follow up on absences and handle attendance-related matters.
- ☐ Record details of pupils leaving early during the school day asking parents to sign their child out in Reception,
- ☐ Maintain and record pupil Holiday in Term Time requests.
- ☐ Assist with various administrative tasks as required.
- ☐ Act as a liaison between parents, staff and administration, facilitating communication and ensuring smooth operations within the school.
- ☐ Handle sensitive information, such as student records and personal details which must maintain strict confidentiality.
- ☐ Cover for absent office staff when possible.
- ☐ Manage and organise all incoming post and deliveries.
- ☐ Proofread documents as directed.
- ☐ Manage day to day issues with School Transport by contacting parents and chasing bus operatives.
- ☐ Prepare and submit end of month School Transport forms for signing by the Headteacher,
- ☐ Sort /Set up new pupil files
- ☐ Any other task asked as directed by Line Manager

SCOPE OF JOB (Budgetary/Resource control, Impact)

No budgetary impact

PERSON SPECIFICATION

Job Title:	School Receptionist Administrator	School:	Brookfields School
Reports to (job title):	Office Manager	Location:	Tilehurst, West Berkshire

* E = Essential Criterion (required at point of recruitment) D = Desirable Criterion (can be developed over time)

KEY CRITERIA * E/D?		CONTEXT (How the criterion will be used in the job)
<u>Qualifications & Experience</u>		
<input type="checkbox"/> Excellent communication and interpersonal skills	E	<input type="checkbox"/> The literacy and numeracy skills are essential to be able to produce accurate written documents and data as required
<input type="checkbox"/> Good skills in literacy and numeracy – Grades A* - C or 5-9 GCSE in English and Maths	E	<input type="checkbox"/> Experience in a school-based setting is desirable to be able to pick up the role quickly and efficiently
<input type="checkbox"/> Good knowledge of ICT and in particular use of Word and Excel	D	<input type="checkbox"/> Flexibility within the office may be required at any time
<input type="checkbox"/> Experience of working in a school office environment	D	
<input type="checkbox"/> Familiarity with school-based ICT systems such as Arbor / SIMS, Inventory and Earwig Academic	D	
<input type="checkbox"/> Level 1 Safeguarding and Prevent and other mandatory training	E	<input type="checkbox"/> Provided by Brookfields School
<u>Knowledge</u>		
<input type="checkbox"/> Awareness of and willing to promote the School's social inclusion policies and practices	E	<input type="checkbox"/> To be able to ensure that all pupils are included as part of the School
<u>Skills and Abilities</u>		
<input type="checkbox"/> Excellent organisational skills, having the ability to multi-task and cope with the pressures of being on Reception.	E	<input type="checkbox"/> A school office can be busy and the need to understand which jobs should take priority is essential
<input type="checkbox"/> Able to communicate effectively with pupils, parents and staff and all visitors.	E	<input type="checkbox"/> To be able to feedback to parents and Teachers and to be able to work inclusively with everyone
<input type="checkbox"/> Ability to use initiative as required.	E	
<input type="checkbox"/> To be able to promote good practice and be willing to share this with others.	E	
<input type="checkbox"/> Team player with a positive and enthusiastic approach to work.	E	

<ul style="list-style-type: none"> <input type="checkbox"/> Professional approach and friendly demeanor, <input type="checkbox"/> Excellent telephone manner. 	<p>E E</p>	
<p><u>Work-related Personal Qualities</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> An empathy with pupils who have special needs <input type="checkbox"/> Professionally discreet and able to respect confidentiality <input type="checkbox"/> Flexible approach to tasks <input type="checkbox"/> Willing to work as part of a team 	<p>E E E E</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Working with other members of staff at all levels is a key requirement of the role to ensure that the school runs smoothly <input type="checkbox"/> At times there will be confidential discussions about children or families that you are involved in or have sight of
<p><u>Other Work-related Requirements</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Suitability to work with Children <input type="checkbox"/> Enhanced DBS Check <input type="checkbox"/> Patient and resilient <input type="checkbox"/> Ability to work well under pressure <input type="checkbox"/> This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfil all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post. 	<p>E E E E E</p>	<ul style="list-style-type: none"> <input type="checkbox"/> To ensure that the post holder is able to demonstrate the appropriate suitability to work with children