

## **JOB DESCRIPTION**

**JOB TITLE:** Receptionist/Administration Assistant  
Level 2

**RESPONSIBLE TO:** School Business Manager, Office Manager  
& Headteacher

**NUMBER OF HOURS:** 35 hours per week (39 weeks per annum)

**PAY SCALE:** Grade D Point 5

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*The following is an outline of the range of duties that can be expected of Receptionist/Administration Assistants. It is not a comprehensive or exclusive list and duties may be varied from time to time, according to the needs of the school and the children, which do not change the general character of the job or the level or responsibility entailed.*

*It may be altered to meet individual roles and responsibilities*

### **Key Purpose of Job**

- Act as front of house to be first point of contact for visitors, parents, staff and children, responsible for managing front desk operations and performing various administrative tasks to ensure smooth office functioning.
- Welcoming visitors, parents, staff and children to provide a positive first impression of the school.

### **General Responsibilities**

- Be aware of, and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Develop constructive relationships and communicate with other agencies/professionals
- Share expertise and skills with others

- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise and use these to advise and support others

### **Reception Duties**

- Undertake reception duties, answering routine telephone and face-to-face enquiries and signing in visitors taking into account the school safeguarding procedures.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc
- Assisting with arrangements for visits by school nurse, photographer etc. Answer and direct all incoming phone calls.
- Monitor the office emails and handle queries.
- Act as a first point of contact for parents, e.g. when reporting absences or making complaints.
- Follow the school's absence management procedures and report any concerns to the office manager.
- Contact parents when appropriate, e.g. when their child needs to be collected due to illness.
- Be aware of the school's calendar of events so queries from parents and other members of the community can be answered.
- Maintain confidentiality when communicating with parents and visitors to the school.
- Ensure good lines of communication between the office and the rest of the school.

### **Administration**

- Provide routine clerical support e.g. photocopying, filing, e-mailing, complete routine forms.
- Maintain manual and computerised records/management information systems.

- Undertake typing, word processing and other IT based tasks.
- Sort and distribute mail.
- Undertake routine administration e.g. registers/school meals.
- Organise arrangements for visits/school trips, events, etc.
- Routine liaison with School Kitchen involving school meal numbers/debt collection.
- Take the lead in Meal Manager and Clubs module.
- Manage financial administration of School Trips.
- Manage financial administration of After School Club and Breakfast Club.
- Ensure that any person collecting a child before the end of the school day sign their child out at the school office.
- Assist the Business Manager with the input of data.

## **Resources**

- Operate office equipment e.g. photocopier, computer

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- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.

## **Commitment to Safeguarding Children**

- To ensure awareness of school policy and procedures for Child Protection.
- To become aware of the signs and symptoms of abuse by attending relevant courses.
- To report all causes for concern to the Designated Child Protection Officer or Headteacher.
- To ensure the safety of all pupils in the school learning environment both indoor and outdoor.
- To promote learning opportunities that raise pupil awareness of how to keep safe.