



JOB DESCRIPTION

Job Title:	Administrator / Receptionist
Salary:	TPAT Point 6
Responsible to:	Head of School / Office Manager
Direct Supervisory Responsibility for:	None
Important Functional Relationships: Internal/External:	TPAT, Local Governing Body, Teachers, Support Staff, Pupils, Students, Parents/Carers, Governors, External Professional Bodies, Suppliers of Goods & Services, Contractors & Visitors

Main Purpose of the Job:

- To act as the first point of contact for all school visitors and callers;
- To welcome visitors and direct as appropriate;
- To manage all telephone calls and queries, re-directing as appropriate;
- To provide administrative support to assist school management and organisation;
- To support school marketing as required.

Main Duties and Responsibilities:

Administrator Duties

- To manage written correspondence as directed by the Head of School / Office Manager, and to treat such matters with confidentiality and sensitivity;
- To provide administrative and secretarial support in such areas as word processing, correspondence, reports and publications, updating and extracting computer information, photocopying and filing;
- Administration to assist with the school's intake of all new students and students leaving the school, ensuring records are forwarded appropriately;
- To maintain pupil records appropriately ensuring confidentiality and accuracy;
- To assist in updating Arbor and other school records ensuring all files remain up-to-date and in accordance with data protection legislative requirements;
- To organise student record archive ensuring appropriate retention periods;
- To update student records;
- Using IT systems to draft letters, emails, reports, newsletters etc;
- To manage parent communication both in print and digitally;
- To maintain the school's photographic equipment;
- To manage the organisation of digital photographic files;
- To support aspects of school marketing especially school events (transition; community events);

- Ensure the consistency of the school's brand across all materials in administration;
- To support other administrative functions in the school during busy periods: staff absence; admin support for exams; support for school trips.

Reception Duties

- To welcome all parents, carers and visitors with professionalism and comply with safeguarding processes;
- To ensure school security arrangements are always complied with, including the issue of visitor badges and the signing of the visitors book/electronic system;
- To confidently deal with parents, staff, pupils and visitors in person and by email;
- To provide hospitality for visitors to the school and to organise adequate refreshments for events and activities;
- To receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required, ensuring that all messages are distributed in a timely manner;
- To manage all forms of enquiries and follow them through to resolution;
- To be able to hold challenging conversations and maintain a calm manner at all times;
- To be a good listener, acknowledge challenging situations without judgement and deal with stressful or conflict situations with kindness and empathy;
- To maintain positive, nurturing relationships with staff, parents and children;
- To ensure appropriate standards of tidiness and order in the school reception area so as to project a professional and welcoming environment for parents, pupils and visitors;
- Managing the school's email address, responding to enquiries in a friendly, professional and efficient manner or forwarding to other staff as appropriate;
- To be responsible for the sorting and distribution of incoming post and for franking and sending outgoing post, as appropriate;
- To accept and sign for deliveries, recording incoming goods as appropriate;
- To arrange room bookings within the school;
- Monitoring school supplies and stock control;
- To oversee the maintenance and updating of information for the school notice boards located around the school premises;
- Assisting with administering the school diary and completing the weekly planner.

Standards and Quality Assurance

- Articulate and promote the school's aims and ethos with parents, carers, pupils, staff, visitors and the wider community;
- Hold and articulate clear values and moral purpose, leading by example with integrity, creativity, clarity and resilience;
- Demonstrate optimistic personal behaviour and model positive relationships and attitudes towards pupils and staff;
- To set a good example in terms of dress, punctuality and attendance;
- To attend INSET days, staff meetings and school events as required;
- To participate in training and development discussions and activities to maintain the skills and competencies required for the role;
- To participate in arrangements made for appraisal;
- To provide cover in case of absence of other administrative staff;

- To manage and prioritise your own workload in line with school requirements.

General / Other

- To ensure that pupils needs are prioritised and to have a clear sight of how this role impacts on the School's and the Trust's pupils at all times;
- To act as a Trust team member and provide support and cover for other staff where needs arise inclusive of occasional work at other sites within a reasonable travel distance;
- To be aware of and adhere to all School and Trust policies and procedures;
- To undertake mandatory training as required by the School / Trust;
- To be responsible for your own continuing self-development and attend meetings as appropriate;
- To undertake other duties appropriate to the post as required.

This job description is not exhaustive and does not form part of your contract of employment. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document will be reviewed annually as part of the appraisal process or as appropriate.

The Trust is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.