

Job Description and Person Specification

Job Title:	Reception & Administration Officer
Service Provision:	Melksham House School
Job Family:	Support Team
Line Manager:	Office Manager
Salary Grade:	Brunel Grade B1 – 5
Annex:	Please ensure you refer to Annex 1 with this job description

Under the management of the Office Manager, be responsible for the administrative, financial and organisational processes and functions of Melksham House School.

Key accountabilities, duties and responsibilities

- Support the Office Manager by leading to ensure all school admissions and leavers, ranking and liaising with Local Authority (LA) and parents/carers (emails and letters).
- Support the office manager and senior attendance champion in the monitoring of pupil attendance, ensuring registers are complete and that there is follow up when pupils are absent from school.
- Support with booking of parent visits to the school and signposting to the LA parental queries regarding placement at the school.
- Place and receive orders for the school, supporting in any reasonable administrative tasks as required by the Office Manager for the administrative function.
- Focal point for front of house duties, responsible for all administrative duties and external enquiries ie daily attendance monitoring for pupils and employees, and lead on parental concerns in person, via written or verbal (phone) communication.
- To support the annual review (AR) process and attend reviews and other high-profile pupil meetings as necessary to provide admin assistance and record notes and actions for follow up.
- Continually improve administrative systems and procedures, both manual and electronic. Ensure the provision of effective administration support and systems across the school as delegated by the Office Manager.
- Undertake routine maintenance tasks for operational and manual equipment liaising with Facilities/Estates as required
- Comply with policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protections, reporting any concerns to the appropriate person
- Ensure the accuracy of all pupil records and files are up to date
- Ensure organisation of pupil new starter forms for the school(s) and distribution of annual review reports, Educational Health Care Plan (EHCPs) and additional supporting documentation to be completed efficiently and in a timely manner.
- Arrange appointments for the Headteacher, SLT and employees as required liaising with parents/carers, other external health professionals and agencies.
- Responsible for accident reporting, arranging lunchtime cover, liaising with passenger transport to ensure smooth running of service, booking employee CPD and ensuring the effective provision of meals for pupils is coordinated with onsite outsourced catering.
- Responsible to receive and account for the receipt of dinner monies, parent/carer contributions, donations etc. via online system
- Administer employee absence recording via People system, facilitating supply cover for short term requirements and all paperwork in relation to this
- Accountable for ensuring medical care plans are completed by the appropriate person and maintain recording of these plans

- Receive and organise the storage and administration of all medication required to support pupils in the school
- Support the organisation and facilitation of school trip preparation
- Support the schools relational support culture
- Support the schools 'Everyone a reader' culture

Tasks/duties	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Minimum Level 4 (A-C) qualification in English and Mathematics • Have or willing to undertake training necessary for the post to include first aid, child protection and any other training that is appropriate 	<ul style="list-style-type: none"> • Understand the Data Protection act/GDPR • Prevent Training • Safeguarding Training
Knowledge and Experience	<ul style="list-style-type: none"> • Good experience of working in a busy office environment required with a broad understanding of admin processes • System and report writing – generating demand-led reports and letters • Strong ICT skills and proficient in the use of Microsoft Word, Excel and Outlook • Customer Service front facing experience • Record keeping and accuracy • Management Information System (MIS) experience and knowledge of • Minute Taking and follow ups 	<ul style="list-style-type: none"> • Experience of working in an education establishment • Understanding of EHCPs and SEND
Skills and Abilities	<ul style="list-style-type: none"> • Punctual, polite & professional • Motivated, able to use initiative and work independently as well as part of a team • Able to meet challenges positively • Excellent communication both written and verbal • Attention to detail 	