

Job Description & Person Specification

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| Job Title: | School Receptionist and Administrator |
| Service / Provision: | Exeter House |
| Job Family: | Support Staff |
| Line Manager: | Head of School |
| Salary Grade: | A Grade |
| Annex: | Please ensure you refer to Annex 1 with this job description |

As a friendly face, you will work closely with the Head of School and the Exeter House School Team across 3 sites. Whilst the focus of this role is being the face of the school it will incorporate a wider element of stakeholder engagement and admin tasks. This will involve working with pupils and parents and being the first point of contact of anyone visiting the School. This is a people focused role and having a gracious and friendly demeanor together with a positive attitude is key. It is likely that this job and associated responsibilities will grow.

Key accountabilities, duties and responsibilities

To act as welcomer and a friendly face at Exeter House School & to run the pupil admin side of the sites efficiently and effectively. Your duties will include:

- Assist the Office manager in the efficient running of the school office
- To ensure that visitors are welcomed and dealt with appropriately in line with the school's safeguarding procedures and in conjunction with Keeping Children Safe in Education.
- Answering the telephone - This will involve dealing with queries, taking accurate messages and often bringing solutions.
- Parental Queries.
- Making appointments for eg: the Head of School, health professionals, new parents to visit the school.
- To maintain the office calendar, arranging appointments and liaising with staff regularly to follow up on external and internal communications.
- To develop and maintain professional, supportive working relationships with all staff, parents, carers, governors and other agencies connected with the school.
- Open and distribute in a timely manner any post that comes into the school office.
- Pupil lunches, ordering, liaising with the kitchen/classes and developing the process with regard to payment. Co-ordinate payments.
- To undertake the necessary administration associated with the intake of new pupils and pupils leaving the school ensuring records are forwarded appropriately.
- Ensure the office processes comply with the Data Protection Act and that all data is treated with appropriate consideration to confidentiality and security.
- Manage and maintain the signing in and out log for keys.
- Act as the point of contact for teachers who wish to send communications out to parents.
- Support with collating of purchase orders and receiving goods for Exeter House School
- Assist with fob allocation and return to ensure that the system in place is robust.
- Assist with the signing in and out of some medications.

- Comply with Trust policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person.
- Be aware of and take part in the school’s performance management framework and participate in training and development activities as required.
- To maintain efficient filing systems, ensure confidential papers are stored appropriately.
- Complete First Aider training and act as a First Aider across the site.
- Act as a Fire Marshall in the event of a fire alarm.
- Ensure the office processes comply with the Data Protection Act and that all data is treated with appropriate consideration to confidentiality and security.
- Promote and safeguard the welfare of all children.
- To complete safeguarding admin under the direction of the DSL.
- To undertake any other duties as may be reasonable required by the line manager.

| Tasks/duties | Essential | Desirable |
|---------------------------|---|--|
| Qualifications & Training | <ul style="list-style-type: none"> • Good numeracy and literacy skills • GCSE grade C or above in English and Maths or equivalent. • Successful experience of working in an administrative role. | |
| Knowledge & Experience | <ul style="list-style-type: none"> • A good working knowledge of Word/Excel. • Ability to effectively use ICT for a variety of purposes | <ul style="list-style-type: none"> • Knowledge of Arbor |
| Personal Qualities | <ul style="list-style-type: none"> • Be able to work collaboratively as part of a team • A commitment to safeguarding and promoting welfare for all • Compassionate, welcoming and kind • Effective communicator with good inter-personal skills • Aware of time pressures and the need for effective time management • Be organised, able to follow instruction and work independently | |