



RECEPTIONIST/ADMINISTRATOR

JOB DESCRIPTION

Post Title:	<ul style="list-style-type: none"> • Receptionist/Administrator
Hours of Work:	<ul style="list-style-type: none"> • 37 hours (Monday – Friday) Term time only plus x two exam results days (August)
Responsible To:	<ul style="list-style-type: none"> • PA to Headteacher
Purpose of the Job:	<ul style="list-style-type: none"> • To be an ambassador for the school, providing an efficient and effective Reception service to all students, parents and visitors. • Contribute to the overall ethos/work/aims of the school and meet the needs of students. • To provide administrative support as and when required by pastoral staff and SLT.
Main responsibilities:	<ol style="list-style-type: none"> 1. Ensure the effective operation of the main Reception for all visitors to the school. 2. Operate the switchboard, screening calls and transferring to other member of staff where appropriate using initiative to resolve minor issues and escalating serious matters to appropriate members of staff. 3. Providing assistance to staff, students and visitors on arrival to the Reception desk. Offering a helpful, friendly, approachable and professional service at all times. 4. Ensure that staff and students receive messages promptly and accurately. 5. Use the school’s information systems, (SIMS, Go4Schools) as appropriate to gather information to locate staff and students as and when necessary. 6. To use daily Microsoft Office, Outlook Web App email. 7. Contribute to the efficient operation of the school’s administration by undertaking clerical duties as and when required by staff. 8. Respond to queries from students, including booking late arrivals and signing out students leaving the site. 9. To monitor CCTV footage around areas of the school alerting SLT on Call as and when necessary. 10. Operating the school security system, allowing entry of visitors to the site once screened. 11. Ensure that information is accessible for visitors to the school and information on display in the Reception area is kept up to date. 12. Operate standard office equipment. 13. To manage incoming and outgoing mail. 14. To manage room bookings for meetings. 15. To be a qualified First Aider. 16. To work closely with Duty Students on a daily basis. 17. Maintain high standards when managing confidential/sensitive information.

	<ol style="list-style-type: none">18. Comply with all school policies and procedures, including child protection, health, safety and security. Contribute to safeguarding the welfare of children in the school.19. Model high professional standards and be a responsible and effective member of staff, attending and contributing to meetings as appropriate.20. Undertake other duties as reasonably required by the line manager from time to time.21. To be committed to safeguarding and promoting the welfare of children.
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St Ivo School fully recognises the responsibility it has under section 175 (Section 157 for Independent Schools and Academies) of the Education Act 2002 to have arrangements in place to safeguard and promote the welfare of children.

Through their day-to-day contact with students and direct work with families, staff at the school have a crucial role to play in noticing indicators of possible abuse or neglect and referring them to Social Care via the Cambridgeshire Direct Contact Centre (Designated Person for Child Protection to refer)

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

RECEPTIONIST/ADMINISTRATOR

PERSON SPECIFICATION

Criteria	Essential	Desirable	How Measured
Educational Qualifications:	<ul style="list-style-type: none"> • Good educational background with a minimum of at least 5 GCSEs (or equivalent) including English and maths. 	<ul style="list-style-type: none"> • NVQ level 3 in Business Admin or equivalent 	<ul style="list-style-type: none"> • Application Form • Interview • Certificates
Experience:	<ul style="list-style-type: none"> • Experience of working in a receptionist or administrative role. • High proficiency in the use of ICT, particularly Microsoft Office and Outlook. • Experience of working in a busy office environment. • Experience of organising and prioritising workloads. • Experience of working in a team. 	<ul style="list-style-type: none"> • Experience of working in a similar position in a school/college. • Experience of SIMS and Go4Schools 	<ul style="list-style-type: none"> • Application Form /Letter of Application • Interview
Skills/Abilities:	<ul style="list-style-type: none"> • Good administrative skills and the ability to multi-task. • Excellent ICT skills. • Excellent communication skills (oral and written) and the ability to communicate with people at all levels. • Good organisational skills. • Ability to use own initiative and prioritise workload with minimal supervision. • Ability to work within a small, close team, offering assistance to other members of the team and staff as and when required. 	<ul style="list-style-type: none"> • Ability to work under pressure. • Willingness to learn new skills. • First Aid qualified. 	<ul style="list-style-type: none"> • Letter of Application • Interview process
Knowledge and understanding:	<ul style="list-style-type: none"> • Importance of maintaining confidentiality in relation to all information received in school. 	<ul style="list-style-type: none"> • Knowledge of the Data Protection Act/General Data Protection Regulation 	<ul style="list-style-type: none"> • Interview process
Other requirements:	<ul style="list-style-type: none"> • A flexible approach to the working day. • Positive nature and a 'can do' attitude. • Cheerful disposition and a 	<ul style="list-style-type: none"> • Willingness to learn new skills 	<ul style="list-style-type: none"> • Letter of application. • Interview process

	<p>good sense of humour.</p> <ul style="list-style-type: none"> • Willingness to undertake training as required. • Willingness to take a full and active role in school life. 		
Safeguarding	<ul style="list-style-type: none"> • Commitment to promoting and safeguarding the welfare of all students and staff. • Demonstrates empathy for the concerns of others. • Shows a personal commitment towards safeguarding students. 		<ul style="list-style-type: none"> • Interview