



JOB DESCRIPTION AND PERSON SPECIFICATION: **RECEPTIONIST/ADMINISTRATOR**

LOCATION: Belleville Primary School's two sites: Meteor (SW11 5NZ) and Webb's (SW11 6PR), with occasional work at other Q1E sites when required.

SALARY: Inner London payscale Spine Point 2-4, £28,881 - £29,703 depending on experience

CONTRACT AND HOURS: Full time, permanent, Mon to Fri, 36 hours per week, 41 weeks per year (term time plus two weeks in summer holidays). Hours 8:00am to 4:00.

REPORTING TO: Headteacher/Executive Head

JOB SUMMARY: The postholder will work across the Belleville sites, as part of our busy and friendly school office team. The role is varied, consisting of supporting the school with all administrative tasks and reception duties, welcoming visitors, helping children and liaising with families.

MAIN DUTIES AND RESPONSIBILITIES:

Front of House / Reception Duties
<ul style="list-style-type: none">• Welcome visitors in a warm, friendly but professional manner• Ensure visitors sign in and out and are badged in line with safeguarding procedures• Operate the school switchboard, and monitor and manage the school enquiries email box• Provide an initial point of contact, managing email, post, telephone and in-person enquiries• Promptly and efficiently respond to enquiries, redirecting complex queries as appropriate• Receive deliveries, manage outgoing post, arrange special deliveries when necessary• Assist in arranging and providing refreshments/catering for visitors as appropriate
Communications
<ul style="list-style-type: none">• Contact parents/carers when necessary, for example if a child is unwell• Help to create and distribute school newsletters and other parent/carer communications• Help keep information on the school website up to date and accurate• Assist with the marketing and promotion of the school• Provide advice and guidance to staff, pupils and others
Organisation and Planning
<ul style="list-style-type: none">• Help with organising and managing school events, for example sports days, open days• Help with organising school trips, for example booking transport and venues• Assist with diary and date management, liaise with and make appointments with visitors• Contribute to the development and organisation of school systems, procedures and policies
General Office and Administrative Duties
<ul style="list-style-type: none">• Undertake photocopying and printing• Ensure accurate record keeping, including data entry, filing and document storage• Help prepare and distribute papers for meetings, and occasionally take notes at meetings• Assist with stock control, including ordering new stock and resources when required
Additional Duties
<ul style="list-style-type: none">• Support the school first aiders, e.g. giving medication or sitting with children who are unwell
All staff are required to
<ul style="list-style-type: none">• Contribute to the overall ethos, work and aims of the school and the Q1E Trust• Understand and comply with all policies and procedures• Establish constructive relationships with other staff, and with parents/carers and visitors• Be aware of and support difference and ensure equal opportunities for all• Recognise own strengths and areas of expertise and use these to advertise and support others• Attend and participate in meetings, events, INSET days and other training as required• Understand how to report Child Protection, Safeguarding and Health and Safety concerns.• Safeguarding and promoting the welfare of children is everyone's responsibility.

PERSON SPECIFICATION

We are looking for someone with excellent interpersonal and organisational skills, a positive attitude and plenty of enthusiasm, who can work under pressure and use their own initiative. Computer competency and a good telephone manner are essential. Experience of working in a similar role is desirable but not essential as training will be given on the job.

Essential requirements for the role

Qualifications and training
<ul style="list-style-type: none">• GCSE English and Maths, grades A-C (or equivalent)
Experience
<ul style="list-style-type: none">• Experience of working in an office reception/front of house environment
Knowledge and Understanding
<ul style="list-style-type: none">• Some knowledge of the primary school environment
Skills and abilities
<ul style="list-style-type: none">• Very good IT and computer skills including using email, Word, Excel and Powerpoint• Good literacy and numeracy• Able to plan, organise and prioritise, and work calmly when under pressure• Able to work independently• Able to work co-operatively and collaboratively as part of a team• Able to communicate well with children and adults
Personal Qualities
<ul style="list-style-type: none">• Integrity, honesty, loyalty and fairness• Motivated, proactive and self-reliant• Reliable and punctual• Flexible, positive, engaging and approachable• Relates well to children and adults, respecting different experiences and backgrounds• Commitment to safeguarding, equality and confidentiality• Holds high expectations of pupils, adults and self• Reflective, open to learning, and willing to undertake training and development

Desirable, non-essential characteristics

Qualifications and training
<ul style="list-style-type: none">• First aid qualification
Experience
<ul style="list-style-type: none">• Experience of working with in a school, or other setting with children
Knowledge and Understanding
<ul style="list-style-type: none">• An understanding of school roles and responsibilities• Knowledge of school policies and codes of practice

Notes

- The list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher/ executive head.
- The job description may be amended at any time in consultation with the postholder.
- The person specification acts as selection criteria and gives an outline of the type of person and the characteristics required to do the job. Essential characteristics: those without which the candidate would be rejected. Desirable characteristics: useful for choosing between two good candidates.