



# Quality First Education Trust

## Job Description and Person Specification: Receptionist/Administrator

**Location:** Belleville Primary School (Webb's Road or Meteor Street sites)

**Responsible to:** Executive Headteacher/Headteacher

**Salary:** Support Staff, Inner London pay-scale, Grade 1-2, Spine Point 2-4, depending on experience.

(Annual full-time salary - £27,306 - £28,128, salary will be pro-rata for 41 weeks per year.

**Hours:** Monday to Friday, 36 hours per week. 41 weeks per year. (Term time only plus two weeks in the school summer holidays).

**Job Summary:** We are seeking to recruit a receptionist/administrator to join our busy and friendly office team. The role is varied, consisting of supporting the school with all administrative tasks and reception duties, welcoming visitors and liaising with all members of the local community. 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.

### Main duties and responsibilities:

Front of House / Reception Duties
<ul style="list-style-type: none"><li>• Welcome visitors in a warm, friendly but professional manner</li><li>• Ensure visitors sign in and out, and are badged appropriately, in line with safeguarding procedures</li><li>• Operate the school switchboard, and monitor and manage the school enquiries email box</li><li>• Provide an initial point of contact, managing email, post, telephone and in-person enquiries</li><li>• Promptly and efficiently respond to such enquiries, redirecting more complex queries as appropriate</li><li>• Receive parcels and deliveries, manage outgoing post, arrange special deliveries when necessary</li><li>• Assist in arranging and providing refreshments/catering for visitors as appropriate</li></ul>
Communications
<ul style="list-style-type: none"><li>• Contact parents/carers when necessary, for example if a child is unwell</li><li>• Help to create and distribute school newsletters and other parent/carers communications</li><li>• Help keep information on the school website up to date and accurate</li><li>• Assist with the marketing and promotion of the school</li><li>• Provide advice and guidance to staff, pupils and others</li></ul>
Organisation and Planning
<ul style="list-style-type: none"><li>• Help with organising and managing school events, for example sports days, open days</li><li>• Help with organising school trips, for example booking transport and venues</li><li>• Liaise with and make appointments with regular visitors and agencies, for example the school nurse</li><li>• Assist with diary and date management</li><li>• Contribute to the development and organisation of school systems, procedures and policies</li></ul>
General Office and Administrative Duties
<ul style="list-style-type: none"><li>• Undertake photocopying and printing</li><li>• Ensure accurate record keeping, including data entry, filing and document storage</li><li>• Help prepare and distribute papers for meetings, and occasionally take notes at meetings</li><li>• Assist with stock control, including ordering new stock and resources when required</li></ul>
Additional Duties
<ul style="list-style-type: none"><li>• Support the school first aiders, for example giving medication or sitting with children who are unwell</li><li>• Undertake any tasks that the school Senior Leadership Team may reasonably ask</li></ul>

## All staff are required to:

- 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 or development as required
- Understand how to report concerns regarding Child Protection, Safeguarding and Health and Safety

**Safeguarding and promoting the welfare of children is everyone's responsibility.**

## Person Specification:

<b>We are looking for someone who:</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education/Qualifications</b>		
GCSE English and Maths, grades A-C (or equivalent)	✓	
<b>Experience</b>		
Experience of working in an office reception/front of hours environment		✓
Experience of maintaining effective office systems and processes		✓
Experience of using a computer running Microsoft Word, Excel and PowerPoint	✓	
Experience of using email (preferably Microsoft Outlook)	✓	
<b>Knowledge and Understanding</b>		
An understanding of school roles and responsibilities		✓
Knowledge of school policies and codes of practice		✓
Awareness of relevant legislation		✓
<b>Skills and Abilities</b>		
Highly organised	✓	
Very good ICT skills	✓	
Very good literacy and numeracy	✓	
A good communicator	✓	
Able to work to deadlines in a calm and confident manner when under pressure	✓	
<b>Personal Qualities</b>		
Motivated	✓	
Proactive	✓	
Flexible	✓	
Committed to equal opportunities	✓	
Respects and values different experiences and backgrounds	✓	
Able to relate well to children and adults	✓	
Works constructively as part of a team	✓	
Able to develop positive relationships with all members of the school community	✓	
Holds high expectations of pupils, adults and self	✓	
Committed to personal and professional development	✓	
Reflective and learns from experience	✓	
An exemplary record of attendance and punctuality	✓	

**This 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.**