

Role Profile

Office Administrator and Receptionist

Role Summary:	<p>To provide office administration and reception duties as well as providing support to the Senior Leadership Team with administration and ad hoc project tasks.</p> <p>The Office Administrator is the first point of call for visitors to the school, parents, staff and students. As the “face” of the school, the Office Administrator should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multi-task, work flexibly and have a “can do” approach to work, as no two days are the same.</p>
Site:	Undershaw and Tower Road sites
Annual Salary:	FTE £24,977-£26,886 (actual £21,999-£23,680 pro rata)
Hours:	<p>Full time and term time only (including INSET days and the Sundial Festival)</p> <p>8:00 a.m – 4:00 p.m.</p>
Terms:	Permanent (6 months probationary period)
Responsible to:	School Business Manager

Duties & Responsibilities

Office Duties:

- To open and close the school office and to be responsible for its efficient day-to-day running.
- To be the first point of contact for staff, students and visitors either by phone or in person.
- To ensure that all students sign in and out and that all visitors are correctly signed in and out, that ID is requested where appropriate, that visitor badges are worn and that safeguarding and fire emergency procedures are shown to all visitors.
- To provide refreshments to visitors as appropriate.
- To provide First Aid treatment to pupils and staff. (Training to be provided).
- To ensure that accurate records are kept of medication administered and first aid given.
- To ensure that parents are informed of any head injuries sustained.
- To communicate effectively with parents/carers, the local authority, external agencies, supplier and other stakeholders of the school, dealing effectively with queries and ensuring that effective procedures are in place to welcome and manage visitors in compliance with health and safety and safeguarding requirements.
- To be proactive in ensuring good skills of communication with parents, carers and all other visitors to the school site, such as through emails and other sources of information, using high standards of written English at all times.
- To signpost parents to key information and deal with queries effectively, passing on messages to other staff working within the school.
- To manage the administration of appointments for Parents’ Evenings, review meetings, Project Based Learning showcase events including running the booking systems and ensuring communications are drafted and sent in good time.
- To manage the Room Booking system within school.
- To send whole school communications via SIMS when needed.
- To arrange various rotas for school activities, eg, Homework Club, creating the staffing timetable and sending reminders out to staff weekly. Liaising with parents to ensure that homework club lists are correct.

- To support with the administration of Risk Assessments for classrooms, trips and regular offsite visits.
- To ensure that the office Fire Alarm Protocol is adhered to including Fire evacuation procedures (that all sign in sheets and the grab bag are promptly taken out in case of emergency evacuation and to assist in the checking of all staff, students and visitors).
- To process timesheet information for external agency staff.
- To ensure that the School Office, Front Foyer areas are kept neat and tidy.
- To ensure that the office filing system is kept current and up to date, routinely archiving/disposing of historic documents in accordance with the school's document retention schedule and established good practice.
- To maintain up to date contact details within SIMS for pupils and their contacts. To be responsible for the attendance marks of pupils within SIMS, liaising with the Family Liaison Officer where the reason for absence is unknown or persistent.
- To support the "Staff Association" to organise staff social events, booking venues etc.
- Any other duties, commensurate with the grade for which the postholder has appropriate skills/training as may be required from time to time.

Ad hoc Project Support:

- To support the Senior Leadership Team with administration duties and on ad hoc projects as requested.
- To assist with in-house events when required, such as the Christmas Fayre, Sundial Festival etc.
- To take the lead in organizing the summer raffle, liaising with companies to gather prizes, communicate with parents, collect money etc.
- To attend the annual Sundial Festival and support with the raffle.

General Commitment to the Role:

- Commitment to working to and maintaining the highest level of confidentiality at all times.
- Willingness to conform to the school's aims and policies.
- Flexibility in approach to deal with emergency situations.
- Awareness and understanding of Safeguarding and Child Protection issues.
- Awareness of Health & Safety and Equality of Opportunity in the workplace.
- Actively support in the safeguarding and wellbeing of all stakeholders.
- Ensure compliance with General Data Protection Regulation (GDPR).

Equal Opportunities and School Vision:

- Ensure and display commitment to the implementation of the school vision and ethos.
- Always remain committed to the school's policies and ensure these are followed.
- Support and participate in raising of levels of achievement for all our students.

Safeguarding:

- Set the highest standard of example in terms of safeguarding and professional behaviours in line with the most up to date guidance, including KCSIE and WTTSC, and supporting with embedding these within the culture of the school.

Signed:

Date:

Office Administrator Person Specification

	Essential	Desirable
Education and Experience	<ul style="list-style-type: none"> • Good literacy and numeracy skills (at least GCSE Grade C or above) • Experience of working with SIMS or similar database software • Proficient in Microsoft Office products, particularly Word, Excel and Powerpoint • Willingness to complete training • Experience of working in a school office 	<ul style="list-style-type: none"> • Experience of working in an SEN school environment
Knowledge, abilities, skills and experience	<ul style="list-style-type: none"> • Good communication skills, both written and verbal • Ability to develop good working knowledge of policies and practice and school systems • Conscientious with good attention to detail • Ability to liaise effectively with colleagues • Ability to think creatively and problem solve • High professional standards, judgment, discretion and ability to maintain confidentiality • Experience of drafting and producing accurate documentation and reports and meeting deadlines • Evidence of excellent digital skills • Awareness of safeguarding and child protection issues (full training will be given in this area) • Awareness of Health & Safety and Equality of Opportunity in the workplace 	
Personal Characteristics	<ul style="list-style-type: none"> • Ability to work unsupervised • A team player willing to step in and help your colleagues • Flexible approach to the task in hand • Willing to undertake training as required 	
Other requirements	<ul style="list-style-type: none"> • Suitability to work with children (a full DBS will be applied for) • Patient and resilient • Good sense of humour • Understanding of the School's ethos and values • 	<ul style="list-style-type: none"> • Driving licence and own transport