

Job Description

Job Title	School Administrator and Receptionist		
Location	Stoke Hill Infant School		
Reporting to (job title)	School Business Manager		
Service/Section/School	Stoke Hill Federation		
Effective date	June 2024		
Grade	D	Job Number	G.0384

Job Purpose:

The main purpose of the job is to:

Provide a reliable, consistent, and efficient front-line reception service. It is essential that this offers a friendly, approachable, diplomatic, and tactful welcome to a wide range of stakeholders which will include pupils, parents, colleagues, governors, professionals from other schools and many other partners. We are looking for an experienced administrator who has recent experience of working within a busy office environment.

- Provide a professional first point of contact for visitors to the Federation, ensuring that the first impression and experience they have of Stoke Hill Infant School is positive.
- Respond and record absences in line with the Federation's policy.
- Ensure all front door safeguarding procedures are followed at all times.
- Respond to and distribute enquiries from pupils, parents, visitors and professionals. This includes enquiries face-to-face, by telephone (including voice messages), and enquiries/general office emails.
- Answer the telephone and take messages, ensuring appropriate information is taken and distributed in a timely and professional manner.
- Accepting deliveries and liaising with the school's wider staff teams
- Coordinate room bookings for meeting rooms and other spaces if required.
- The completion of some financial procedures.
- Support whole school processes such as the Single Central record and census reporting.
- All aspects of office procedures and systems, e.g. telephone contact, filing, data collection and entry.
- IT skills – Microsoft packages (word, excel and outlook, desktop publishing), school's database (sims.net).
- Effective organisation skills and good interpersonal skills.
- Ability to handle a number of different tasks and work to deadlines.
- Ability to communicate at all levels.

Main Duties and Responsibilities

This job description refers to the principal duties and responsibilities of the post. It does not necessarily list in detail all the tasks required to carry out these duties and responsibilities.

Admin

- To act as a first stop for incoming post, phone calls, emails and distribute as appropriate.
- Responsible for general clerical and administrative tasks, including; ICT facilities, school reception, reprographics, records and photocopying, collating of reports and documents, typing and telephones.
- To ensure the necessary permissions forms for every child are held and recorded and updated as required.
- Maintain records with regard to health issues and to distribute in line with the school process.
- To manage School Comms and to create any new services as required.
- To write and design general school materials as directed.
- Maintain email and sibling distribution lists.
- To act as personal assistant to the Executive Head/Head of School by assisting the Head in responding to emails and letters in a timely manner and typing minutes as required.

Financial

- Maintaining an assets register.
- Preparation of invoices and collection of fees and other dues
- To be responsible for liaising with payroll service for all school staff, with operation of the various pension schemes and other deductions in which the school participates
- To be responsible for the booking and financial arrangements for school visits to include maintaining records of parental contributions to educational visits.
- Maintain staff absence and long service records.

Premises and Lettings

- Offer assistance to teaching staff in the operation of IT equipment and software.
- Responsible for the arrangements for booking the local facilities.
- Responsible for the coordination of lettings to outside organisations and school staff in accordance with the school policy
- To maximise income generation within the ethos of the school.
- Support the premises manager.

Personnel

- Arrange for teaching supply cover as directed by the Head of School.
- Process advertisements for vacancies.
- Monitor advertising, recruiting and selection process.
- Ensure safeguarding checks are carried out for all staff, volunteers and other adults on the school premises.
- Ensure new staff have an induction befitting their role and experience.
- To maintain SIMS as appropriate.

Admissions and Attendance

- Maintain Pupil Records
- Responsible for admissions, administration and induction of new parents and pupils
- Maintain GDPR processes.

Support the School

- Be a welcoming, first point of call, to parents, children and visitors.

- Being aware of and complying with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, and reporting all concerns to an appropriate person.
- Being aware of and supporting differences and ensuring all pupils have equal access to opportunities to learn and develop.
- Contributing to the overall ethos/work/aims of the school.
- Attending and participating in regular meetings.
- Participating in training and other learning activities as required
- Recognising your own strengths and areas of expertise and using these to advise and support others.

This document outlines the duties for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list, and the duties may be varied from time to time which do not change the general character of the job, or the level of responsibility entailed.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Management & Supervision of people	◦ N/A	◦ N/A	◦ N/A
Experience	◦ Experience of working in a school office environment managing multiple tasks with changing priorities ◦ Demonstrable Customer Service skills	◦ Administering First Aid	◦ A/I
Practical Skills	◦ Speed and accuracy with multiple IT systems ◦ Experience of handling sensitive confidential information ◦ Organisation skills with the ability to juggle multiple activities	◦ Advanced skills of when using Microsoft Word and Excel ◦ Experience using school administration software	◦ A/I
Communication	◦ Excellent communication skills required to communicate at all levels on behalf of the Federation ◦ Working knowledge of an education setting and school administration	◦ Working knowledge of an education setting and school administration	◦ A/I
Personal Qualities	◦ Ability to multi tasks and be flexible ◦ Excellent interpersonal skills ◦ High degree of emotional intelligence ◦ Ability to disseminate information and prioritise tasks ◦ Accuracy and attention to details ◦ Strong time management skills		◦ A/I/Test
Technology / IT Skills	◦ Excellent working knowledge of MS Office		◦ A/I/Test

	applications-Word, Excel, Outlook, Powerpoint ° Working knowledge of SIMs		
Education and Training	° Minimum Grade C in 5 GCE/GCSEs including English Language and Mathematics ° A willingness to develop themselves and others through training and cross-functional working	Appointed Person First Aid Qualification	° A/I ° Certificates
Personal Qualities	° Confident and able to work on their own initiative as well as in a team ° Very presentable, open and approachable manner ° A 'can-do', 'want to help; attitude; ° Customer focused	° N/A	° A/I/Test
Professional Registration	° N/A		
Equal Opportunities	° Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.		° Demonstrate knowledge at Interview
Physical	° Able to carry out the duties of the post with reasonable adjustments where necessary.		° OH1

1. **Supervision and Management:**

The post holder would not be responsible for the management of other members of staff but may on occasions allocate routine tasks to others.

2. **Creativity & Innovation:**

The post holder would generally work within the prescribed procedures but may be required to review existing procedures and have input into new systems that are being created.

The post holder will have the opportunity to style the way that information about the school is presented and will seek opportunities to promote the school in the wider community.

They will be required to support the extended school provision with communications regarding breakfast and after school club.

3. **Contacts and Relationships:**

Teaching and non-teaching staff, in respect of provision of information re day to day running of the school, especially regarding visits and visitors.

Parental contact – the post holder will be required to contact parents to arrange meetings and they will often be the first point of contact for incoming phone calls and emails.

External groups – Liaison with regard to promoting school events, assemblies, impact days and trips, also our extended school.

Work with the website provider to keep the school website up to date, relevant and informative.

Other educational agencies – to access information on behalf of the senior leadership team that may be useful on the website.

4. **Decisions - Discretion:**

The post holder will be an integral member of the school admin team. As part of this team the post holder will be expected to input into existing procedures. They will also be involved in creating new systems to aid communication both in the school and wider community.

There is flexibility in prioritising but allowing for meeting deadlines established by the senior leadership team.

5. **Decisions - Consequences:**

The post holder will be required to identify and recommend options for consideration, but ultimately will not be responsible for the decision to implement changes to procedures.

6. **Resources:**

The post holder will be responsible for inputting and updating school data systems as required.

The post holder will be required to handle cash and follow the office cash handling procedures and assist in financial administration as required by the senior administrator.

7. **Work Demands:**

Due to the nature of the role, work will be subject to frequent interruption. Requests can come from a variety of staff supporting pupils across the school and from pupils themselves.

The post holder will be required to determine own priorities in order to meet daily deadlines.

The post holder will seek guidance to resolve conflicting priorities.

8. **Physical Demands:**

No physical demands placed on the post holder.

9. **Working Conditions:**

An office environment.

10. **Work Context:**

Office based administration.