



Job Description

JOB TITLE	Receptionist/Admin Assistant
JOB FAMILY	Office Admin
PHASE	Secondary
REPORTING TO	Office Manager/PA to the Principal

Job Purpose

The receptionist/administrative assistant is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Duties and Responsibilities

- Update manual and computerised record/information systems
- Update and maintain the school calendar
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents and carers
- Organise and distribute incoming and outgoing post
- Provide administrative support to staff as needed
- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Maintain information systems, databases and other associated records, both paper and computer based, and producing data for statistical reports or returns as requested
- Attend Administration meetings and take notes/produce minutes if required
- Any other duties required in a busy school office as deemed reasonable by the Principal

Reception

- Act as the first point of contact for parents/carers and visitors arriving at the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Seek support from other colleagues where necessary to respond to complex enquiries



- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Assist staff and pupils with the information and support they need

Safeguarding

- Control access to the school in line with the school's safeguarding procedures, including signing in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures
- Administer the school's filtering and monitoring system for online safety, and escalate any safeguarding concerns following the correct safeguarding procedures

Written communication

- Write and send email responses that are professional and uphold the school's vision and values
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc.) to parents, staff and other stakeholders
- Assist with marketing and promoting the school

Working with colleagues and other relevant professionals

- To work with colleagues to achieve school objectives and targets
- Collaborate and work with colleagues and other relevant professionals within and beyond the school
- Develop effective professional relationships with colleagues

Whole-school organisation, strategy and development

- Contribute to the development, implementation and evaluation of the school's policies, practices and procedures, so as to support the school's values and vision
- Make a positive contribution to the wider life and ethos of the school
- Ensure that pupils work together positively and co-operatively, with good behaviour in line with the school's policy and procedures.
- Encourage and promote the social and emotional development of pupils

Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with school leaders, and identifying relevant professional development to improve personal effectiveness



- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures
- Attend meetings and training sessions as required

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the school community
- Respect individual differences and cultural diversity

Generic Duties relevant to all members of Staff

The Trust

- The ethos of our Trust is “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”
- You will be based at Maritime Academy. However, you may be asked to work at any of the other academies within the Trust or partner schools and you should expect to travel between sites as required

Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required

ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems
- All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment



Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals

Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Child Protection Officer

Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of an Receptionist / Administration Assistant

Name:

Signed:

Date: