

## Job Description

<b>Job Title:</b>	School Receptionist and Administrator
<b>Group:</b>	UK Independent Schools
<b>Dept/Project/Service:</b>	St. Andrews
<b>Reports to:</b>	Business Manager
<b>Responsible for:</b>	N/A
<b>Usual office base:</b>	St. Andrews School
<b>Grade:</b>	9

### Job Purpose:

To act as the first point of contact for school visitors, parents and pupils, with a professional, helpful and friendly approach, in order to build excellent relationships internally and externally. To provide a flexible, productive and responsive administrative service to the teaching and management teams, thereby contributing towards the smooth running of a busy school office.

### Job Objectives:

#### Receptionist duties

1. Welcome and sign-in/out all visitors and parents, ensuring compliance with the Visitor and Site Security policies
2. Arrange hospitality for visitors as needed
3. Receive incoming phone calls and queries from parents and stakeholders
4. Resolve queries and questions (liaising with relevant members of the school team for assistance as appropriate)
5. Manage late sign-in and early release of pupils
6. Ensure school registers are completed within set time frames
7. Deliver messages accurately and in a timely manner

8. Maintain an strong awareness of school diary events and general scheduling to support parent queries
9. Receive incoming goods/post and forward these to appropriate team members
10. Deal with ad-hoc queries.

### **Medical**

1. Administer first aid to pupils as and when required, and keep appropriate records
2. Administer pupil medication as required and in line with School policy and procedure
3. Maintain First Aid supplies; to include ordering, distribution and replenishment of medical boxes/bags as required
4. Manage the First Aid requirements and associated paperwork of pupils with specific medical needs, from the point that we are informed by the parent and throughout the child's journey at the school
5. Ensure contents of medical bags, including all paperwork, is up to date by liaising with parents, and ensure that school records are updated
6. Share information with staff where necessary and appropriate

### **Pupil Data**

1. Maintain pupil database and ensure that record keeping compliance needs are met
2. Collate and maintain pupil details for going home arrangements, including collection arrangements and records for pupils walking home. Ensure updates are recorded and passed on to relevant staff members

### **After School Activities and Clubs**

1. Ensure all ad-hoc requests and changes are updated on registers and information passed to staff as required.

### **Admissions and Marketing**

1. Actively promote the Pre-School and Main School when responding to parent enquiries
2. Support the Marketing, Communications and Admissions Officer by taking messages and relaying details of prospective parent enquiries when the MCA Officer is not available.

**School Communications**

1. Manage school emails received via the info@st-andrews.rochester.sch.uk email

**School Events**

1. Support school events, including school photos, and assist as required

**General administration duties**

1. Book teacher appointments in diary
2. Filing, archiving, photocopying and laminating documentation
3. Typing and distributing general school letters as requested
4. Production of School certificates as requested
5. Supporting the school administrator with stationery distribution

**Health and Safety**

1. Manage the fire register in accordance with School policies and procedures

**Additional responsibilities**

1. First Aider At Work (FAAW)

**Scope:**

To promote and support the School Aims. To share in the corporate responsibility for the well-being of all pupils. To work as part of the Administration Team promoting good morale. Objectives are indicative of responsibilities but not exhaustive of role requirements and Administrators may be called upon to perform other duties that are considered reasonable and which are commensurate with the post.

## **Person Specification:**

### **Knowledge**

Essential:

- » GCSE level C or equivalent In English and Maths

Desirable:

- » Qualification In Excel and Word
- » First Aid qualification

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### **Experience**

Essential:

- » Previous experience of working in an office
- » Previous experience of dealing with clients as a front of house operative
- » Good working knowledge of Word and Excel

Desirable:

- » Previous experience of working in a school office
- » Proven knowledge and use of management information systems

### **Skills**

Essential:

- » Excellent communication skills
- » Meticulous attention to detail when inputting data and ability to check details entered
- » Ability to work in a professional, friendly manner
- » Proven ability to manage workload and meet deadlines
- » Ability to work in a confidential manner

## Our Values



**Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and successful candidates are subject to the relevant level of criminal record checks with national police authorities or the UK's Disclosure and Barring Service (DBS). This will be at minimum a basic DBS check.**

**Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.**