

Post title	Receptionist/Admin Support
Salary and grade:	Grade 2 (point 2 – 4) 37 hrs Term Time only
FTE:	18,516 – 19,264
Line manager/s:	Business Manager

Main purpose of the job:

To provide high quality reception and administrative support to the Business Manager, Senior Leadership Team and wider school environment.

Key duties and responsibilities

Secretarial Duties

- To represent the school effectively and provide excellent customer service in relation to requests or advise for parents and carers, colleagues, outside agencies and members of the general public.
- To act as front of house staff and provide a professional service to all school users.
- To answer the telephone and deal with enquiries, ensuring that accurate lines of communication are in place.
- To liaise with the School Business Manager and organise hospitality for events, such as, training courses or interviews.
- To maintain office and pupil records.
- To open, accurately record and distribute internal and external post.
- To monitor the schools email system, ensuring that all correspondence is dealt with and distributed to the correct personnel.
- To word process and distribute correspondence to staff and parents and carers, i.e., school e-mails, letters.
- To assist with ensuring that staff notice boards are current and relevant.
- To undertake and support school colleagues with general administration duties e.g., photocopying, scanning, general typing or data input.
- To support the monitoring of pupil absences by making calls to parents to ascertain reasons for absence.
- To maintain a good knowledge and understanding of current developments within School to ensure efficient information is communicated to all.
- To support effective communication between school and parents and carers.
- To be familiar and comply with all relevant Health and Safety, Operational, Data Protection and Financial Regulations, policies and procedures.

Finance Duties

- Complete any financial duties, as delegated by the School Business Manager including logging income of funds e.g., dinner money, school fund etc
- To process purchase orders using the Schools Financial Management System and ensure relevant information is recorded accurately

- To accept deliveries and distribute goods, adhering to the School's Purchase Order Procedure.
- Maintain an up-to-date and accurate inventory of stock, and place orders wherever required.

Human Resources Duties

- To support with the administration of HR related tasks
- To support effective communication between school and employees
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate

Specialist Services and Transport Duties

- To liaise with providers of services on behalf of the school, such as Transport Services.
- To assist in the co-ordination of home to school transport when required
- To liaise with transport services and operators and deal with any issues, reporting to the Local Authority Transport Co-ordinator.

Safeguarding School

- To take receipt of visitors' credentials for the Single Central Register (SCR) to ensure safeguarding and compliance
- Ensure security protocols are communicated to and understood by all visitors at the school, e.g. wearing a name badge, no mobile phones, fire safety etc.
- Attend any relevant training programmes, such as safeguarding.

Continuous Professional Development (CPD)

- To liaise with internal and external training providers to ensure that their training event requirements are met, i.e. room set up, and they are aware of policies and procedures at school, for example, emergency evacuation procedures.
- To organise relevant paperwork and provide administrative support for training and development courses.

Other Duties

- Other such reasonable duties as determined and delegated by the Headteacher, Senior Leadership Team or Nexus MAT CEO consistent with the grade of the post and the experience of the Post holder
- To have professional regard for the ethos, policies and practices of the school in which you support, and maintain high standards in your own attendance and punctuality.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding

Nexus Multi Academy Trust School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Person Specification

		Essential	Desirable
Qualifications	Qualification relevant to post level	•	
Experience	Experience of working in a clerical setting	•	
	Experience in an educational environment.		•
Thinking Ability	An analytical thinker who can process complex information quickly and rigorously in order to recommend effective decision making	•	
	Can demonstrate sound judgement to undertake complex tasks in a systematic way	•	
	Thinks creatively and imaginatively to solve problems and identify opportunities	•	
	Able to demonstrate having planned appropriately for future success	•	
Personal Effectiveness	High ethical standards and influencing skills with the ability to engage effectively with all staff across the school	•	
	Self-confident with the ability to transmit appropriate messages to appropriate audiences	•	
	Works reliably under pressure to produce timely, accurate information and is willing to do whatever necessary to bring about results	•	
	Able to be resilient and robust whilst showing compassion in dealing with issues and is calm under pressure	•	
Interpersonal Relationships	Demonstrates a variety of people skills	•	
	Ability to establish positive and productive working relationships with school leaders	•	
	Effectively engage and communicate with others	•	
	Shows concerns for impact - identifies the most important concerns and issues of others - modifies own behaviour to achieve the required outcomes	•	
	Goes out of the way to establish and maintain relationships at all levels to achieve educational and business objectives.	•	
	Able to remain approachable and professional at all times.	•	

General	Able to work flexibly, including responding to high level service issues out of core hours	•	
	Demonstrate a firm commitment to the concept of Multi-Academy Trust and desire to see the Trust flourish and expand in a sustainable manner	•	
	Applicant must hold a valid UK Driving licence and have the ability to use own vehicle for work purposes	•	
	Applicants must undergo an Enhanced DBS check.	•	
	Demonstrate a firm commitment and apply knowledge of the principles of the Data protection act 2018/GDPR	•	