



### **Colonel Frank Seely Academy Job Description**

<b>Job Title:</b>	Administration Assistant: Reception
<b>Location:</b>	Colonel Frank Seely Academy
<b>Salary:</b>	The Redhill Academy Trust Pay Scale, Band 6, £17,496 - £19,312 pa (FTE)
<b>Hours of Work:</b>	37 hours per week (term time only)
<b>Responsible to:</b>	Office Manager/PA to the Headteacher
<b>Responsible for:</b>	Provide clerical and administrative functions to support learning and school management
<b>Post Objective:</b>	To be part of the Main School Office team providing reception and administrative support to staff within the Academy

#### **Main Duties and Responsibilities:**

##### **Key Areas of Responsibility**

- Perform reception and telephone duties to provide advice, information and help to staff, pupils, parents, visitors and the general public and maintaining visitor signing in and out sheets.
- Provide routine secretarial services e.g. confidential typing, arranging diary, providing refreshments for visitors, preparing draft agendas and taking notices to support effective management and decision making.
- Undertake document and report preparation, storage, format retrieval, amendment and transmission using IT skills and a range of technology to support information processing and communication
- Provide support to the House Team by producing and updating tutor slides on a daily basis
- Provide routine mail room services including opening and distribution of mail, franking and transport of outgoing mail to Post Office. (Please note that heavier parcels are taken to the Post Office by other means).
- Undertake order processing for the school administrative function and maintain appropriate records to ensure that stock levels are maintained, non-routine items are procured when necessary and invoices are checked and passed on to the Office Manager/PA to the Headteacher for authorisation.
- Receive and arrange distribution of deliveries and goods filing delivery notes as appropriate.
- Undertake duties, especially relating to school lockers, and maintain appropriate records for the School Shop including stocktaking duties
- Maintain manual and electronic indexes, filing and information storage and retrieval systems to record, process and report information.
- Process, format and assemble documents, records, information and data as required including updating pupil records from Emergency Contact Forms through SIMS.net.

- Assist in arranging schools trips, checking venues and transport availability and make and confirm booking as requested.
- Assist First Aider/Attendance Officer by liaising after unwell pupils, liaising with parents/staff/carers etc.
- Take bookings for rooms/lettings, administrate bookings and keep a lettings diary. Liaise with both cleaners/site staff and with catering team regarding room/hospitality requirements. Prepare monthly report to ensure invoicing can take place.
- Administrate and assist in planning for parents evenings, open days and presentation/celebration events.

### **Health & Safety**

- To ensure compliance with agreed Health & Safety Policy.
- To ensure that all accidents and incidents are reported, including notifiable diseases.
- To ensure the security and safety of pupils at all times.

### **General**

- Assist with the supervision of students outside the classroom, including break duty and accompanying staff and through the centre on-call systems
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the academy
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as appropriate.
- Participate in training and other learning activities and performance development as required.

### **Review Arrangements**

Progress on all aspects of this job will be reviewed on a regular basis with targets identified and agreed within the performance management process.

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that over time the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of the responsibility entailed. Consequently, the school will expect to revise the job description from time to time and will consult with the post holder at the appropriate time.

I, ....., accept this job description, which is subject to annual review, as an accurate description of the post stated.

Signed (Post Holder): ..... Date: .....

Signed (Senior Manager): ..... Date: .....



## PERSON SPECIFICATION

LOCATION: Colonel Frank Seely  
 POST TITLE: Receptionist/Administrator  
 DATE: July 2019

CATEGORY/ITEM	ESSENTIAL	DESIRABLE
<b>Qualifications, Knowledge &amp; Experience</b> <ul style="list-style-type: none"> <li>Numerate and literate with a minimum of 2 years' experience of working within a customer service role within a busy office environment</li> <li>Experience of complaints handling</li> <li>Experience of administration support</li> <li>Basic Health and Safety awareness</li> <li>Competent use of Microsoft applications including Word, Excel and Outlook</li> </ul>	X   X X X X	
<b>Skills, Abilities and Personal Qualities</b> <ul style="list-style-type: none"> <li>Excellent administrative ability, accuracy of work and clear attention to details</li> <li>Ability to deliver excellent customer service</li> <li>Good organisational and time management skills</li> <li>Ability to listen closely to students, parents, visitors and staff</li> <li>Excellent communication skills both verbally and in writing</li> <li>Ability to empathise</li> <li>Ability to manage own emotions and display professional conduct at all times</li> <li>Ability to effectively resolve complaints and diffuse situations of conflict</li> <li>Ability to use own initiative and work effectively on your own and within a team</li> <li>Flexible approach to work and working hours</li> <li>Ability to deal positively with organisational change</li> </ul>	X X X X X X X X X X X	
<b>Suitability to work with children</b> <ul style="list-style-type: none"> <li>Enhanced DBS clearance is required for this position</li> </ul>	X	