



Hall Park
Academy

Job Description:	Receptionist/Administrator
Location:	Hall Park Academy
Salary:	The Redhill Academy Trust Pay Scale, Band 6 £17,799 to £19,843 (pro rata)
Hours of Work:	37 hours per week, term time only + 2
Responsible to:	Operations Manager/Office Manager
Post Objective:	To be part of the Main School Office team providing reception and administrative support to staff within the Academy

Main Duties and Responsibilities:

- Provide receptionist duties, welcoming and greeting visitors, parents, contractors to the Academy and signposting visitors around the Academy site.
- Answering the main reception switchboard and directing calls as appropriate.
- Support the Office team in ensuring all external correspondence is franked and prepared for, and be a signatory on deliveries when needed.
- Under the direction of the Office Manager, provide general administrative support to staff within the Academy, including typing, arranging meetings, taking minutes, photocopying, filing and letter correspondence.
- Direct responsibility for administration relating to academy sanctions.
- Using SIMS/PARS, assist the Office Manager in the accurate record-keeping of student information.
- Ordering of stationery and other items for academy support staff.
- Providing refreshments for meetings, as and when required.

General:

- Attendance at staff meetings and INSET activities where relevant.
- To uphold and actively support the Academy's policies and procedures.
- Undertake any other duties which might be reasonably regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description in specific terms.



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PERSON SPECIFICATION

LOCATION: Hall Park Academy
POST TITLE: Receptionist/Administrator
DATE: November 2020

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