

## Receptionist/ Admin Assistant

**Reports to:** Office Manager

**School:** Whitehall Park School, part of the Bellevue Place Education Trust family of schools.

### About the role

To provide an efficient reception service for the school, dealing with all callers, both on the telephone and in person, promptly and courteously. To act as an administrative assistant providing support for a range of office functions.

### Administration:

- To be the first point of contact for the school regarding a range of administrative and communication activities and to ensure delivery of a first class office.
- Deal with front line enquiries from staff, pupils, parents and other agencies.
- Ensure that visitors to the school are welcomed in a polite, friendly and professional manner.
- To welcome all visitors and ensure they sign in and out according to school's safeguarding procedures.
- Provide refreshments for visitors as appropriate.
- Assist in the provision of an efficient and effective school administrative function.
- Operate the telephone system, direct calls to the Headteacher and other staff as appropriate and the taking and passing on of accurate messages.
- Be the nominated person responsible for recording the day to day attendance and absence on our MIS system and follow up any absence by phoning parents and ensuring that reasons for all absences are entered on ARBOR.
- To enter the school meals figures on our MIS and liaising with our kitchen manager
- To write emails, or letters for families, as well as articles for the newsletter and to be able to update social media as necessary (Facebook / Twitter)
- Distributing post to the correct staff
- Carry out word-processing, photocopying, filing, and maintaining key documentation for the Headteacher and Senior Leadership team.
- To manage and update the school's calendar, organise and schedule meetings, book courses, arrange travel and book accommodation
- Attend and participate in meetings as required, taking simple minutes as necessary
- To organise staff files when necessary
- Phone parents as per headteacher's requests
- To enter any financial orders on Civica and liaising with our finance department regarding invoices; Help with ordering resources for staff members and ensuring that the reconciliation of receipt of goods is consistently entered on the system.
- To be responsible for the procurement card purchases and reconciliation with the school budget
- To create payment links for parents to pay for music lessons or trips on Schoolbuddy and monitoring payments regularly in order to create reports for the Music Coordinator.

### Data:

- Work alongside the School Office Manager to ensure the school has appropriate systems, processes and controls in place to maintain and manage all aspects of pupil data.
- Input data for children coming to our school or transferring halfway through the year (in- year and off roll).

- To assist with maintaining records of all pupils' changes of details e.g. addresses, telephone numbers.
- Load the annual pupil intake into the MIS system in addition to administering pupils when they arrive, leave or transfer to the school.
- Co-ordinate the updating of the Arbor database with pupil assessment data on an annual and ad hoc basis.

**Website:**

- To manage and update on a regular basis relevant content of the school website or social media.
- Maintain school social media pages via Facebook and twitter
- Liaising with school staff to make sure their website page is updated and get blurb/ photos of key events for social media pages
- To liaise with our Marketing manager to ensure our website is all up-to-date and accurate
- To regularly check website pages for any old content that needs updating

**General:**

- To promote equality, diversity and inclusion and demonstrate this within the role.
- To be jointly responsible for actively promoting and safeguarding the welfare of pupils
- To acknowledge the need for and practice confidentiality, in regard to handling sensitive information pertaining to pupils, staff or school matters/issues.
- To demonstrate a commitment to the aims and vision of Bellevue Place Education Trust.
- Take part in the school's performance management system.
- Ability to relate well to children and adults. To build up a good rapport with both children and parents.

**PERSON SPECIFICATION****JOB TITLE: RECEPTIONIST/ADMINISTRATIVE ASSISTANT**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Training</b>	GCSE A*- C (or equivalent) in English and Maths	Diploma, Foundation Degree credit
		Undertaken training in Arbor
		Have undertaken First Aid training
<b>Knowledge, Abilities, Skills, Experience</b>	Knowledge of the Microsoft Office Software used for: Word Processing e.g. Word Spreadsheets e.g. Excel Email e.g. Outlook Internet e.g. Internet Explorer	Experience of the reception function in a school office
	Excellent knowledge of social media platforms such as Twitter and Facebook	Experience in using WordPress and updating website content or writing blogs
	Excellent telephone manner	
	Excellent written and oral skills	Experience in drafting newsletter articles
	Excellent interpersonal skills	
	Confidence in	
	Experience of working as part of an office environment	
<b>Management/ Supervisory skills</b>	To be able to work as part of a team and to lead as required	
<b>Personal qualities/ attributes</b>	To be able to develop positive relationships with children, colleagues and parents	
	To have a high level of commitment towards your own continuing professional development	
	To be flexible and approachable in a busy day to day environment	
	Ability to cope with and adapt to change	
	To demonstrate the commitment towards being part of the life of the school	

