

Larmenier & Sacred Heart Catholic Primary School



JOB DESCRIPTION: Receptionist and Administration Assistant

GRADE: Scale 6 (Spine Points 18-20)

SALARY: £21,797 - £22,454 per annum actual salary

HOURS: 22 hours per week (Term Time Only, plus 2 weeks)

RESPONSIBLE TO: School Business Manager

JOB PURPOSE:

- To provide an excellent reception service to the school and proactively develop positive communication across the school community.
- To be responsible, under the guidance of senior staff, for administrative, and organisational processes within the school.
- To assist with the planning and development of support services.
- To contribute to the overall ethos, work and aims of the school.
- To undertake any duties not listed below that are commensurate with the level of responsibility of the post.
- To have due regard for safeguarding and promoting the welfare of children and young people and to follow the DfE's latest statutory guidance on 'Keeping Children Safe in Education', and the school's Safeguarding & Child Protection Policy.

PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES:

Conduct

- To treat pupils, colleagues and other members of the school community with respect and care at all times.
- To support the school's Mission Statement and the school's related policies.
- To demonstrate good attendance, punctuality and prompt time-keeping in order to be effective in the post.
- To maintain a smart, professional appearance and professional manner.
- To ensure confidentiality and not to suspect the privacy of pupils, parents/carers, staff and other visitors at all times.
- To participate in training and professional development as required, sharing expertise and skills with others.
- To take an active, and supportive role in the day-to-day life of the school, e.g. supporting whole school events and activities.

Communication

- To act as first point of contact for visitors, parents/carers and pupils, dealing with enquiries and concerns in a friendly and sensitive manner.
- To respond to telephone enquiries in a friendly, courteous and professional manner; take written messages, relay messages or put callers through to the appropriate extension.
- To acknowledge emails, liaising with the relevant staff, as appropriate and ensuring emails are fully resolved.
- To collate and distribute correspondence to parents/carers across necessary platforms, as required.

- To initially handle complaints, ensuring that complaints are dealt with tactfully, attempting to resolve minor matters and ensuring that more serious matters are referred to the appropriate member of staff.
- To ensure that the information within the school website and school calendar are up-to-date, under the guidance of the Leadership Team.

Correspondence

- To carry out general administrative tasks as directed by the School Business Manager or Senior Leadership Team (SLT).
- To manage incoming and outgoing internal and external post.
- To accept parcels and deliveries, and check delivery notes against contents, ensuring prompt distribution of the parcels to the designated person(s)/location.

Information Management

- To manage and maintain accurate pupil records.
- To update the school's information management computer system (SIMS). This will include:
 - class registers including enrichment club registers
 - current information such as Free School Meal (FSM) and Pupil Premium (PP) entitlement, Special Educational Needs and/or Disability (SEND), dietary requirements, etc.
 - current contact information for parents/carers
- To follow up on pupil absences in line with established procedures, reporting to relevant staff as appropriate.
- To support the monitoring of pupil attendance by:
 - providing data on punctuality and attendance to the relevant staff, as required.
 - producing statistical returns for the school, Local Authority, Diocese and Department for Education.
- To manage the receiving and transference of Common Transfer Files (CTF) to schools for starters/leavers.
- Support the administration of the schools fire drill evacuation procedures.

Admissions

- To be responsible for receiving and managing applications for the school and Nursery, undertaking pre-admissions arrangements for the Admissions Committee.
- To maintain and provide information to stakeholders about the school roll, available places and the school Waiting List.
- To be responsible for the day-to-day management of the school Waiting List and liaise with the Admissions Committee regarding the review of applications ahead of all offers being made.
- To collate admissions packs for prospective parents/carers and new starter packs for pupils.

Other Administrative Tasks

- To provide personal, administrative and organisational support to the Headteacher, Deputy Headteachers, Governing Board and other staff, as appropriate.
- To undertake routine office tasks, e.g. word processing, record keeping, filing, photocopying etc.
- To manage specific events/processes such as vaccinations, the school photography, and open days.
- To support the administration of school trips and the enrichment clubs.
- Attend school meetings, where appropriate.
- To manage the school's entry system and ensure that the school's entry/security procedures are adhered to.
- To ensure that the reception/foyer environment is a tidy and welcoming space for parents/carers/pupils and other visitors, including:

- maintaining external notice boards
 - ensuring school information is available for parents/carers
 - managing lost property
- To provide hospitality for visitors to the school, as required.
- To collate starter packs for newly appointed Governors.
- To check stocks of consumables as required and order when necessary.
- To report and follow up any faults with SIMS to the school's service level contract, as appropriate.
- To supervise and follow up where necessary any late collection of pupils at reception at the end of the school day.
- Comply with and assist with the development of policies and procedures, and report all concerns to an appropriate person, in respect of:
 - safeguarding and child protection
 - health, safety and security
 - confidentiality
 - Data protection.