# VICARAGE PRIMARY SCHOOL JOB SPECIFICATION

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Title of Job: Receptionist/ Administrative Assistant

 Grade: Scale 1 Point 2

Job No (s): Department: Education

Section: Administration Date: October 2024

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JOB DESCRIPTION

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PERSON REPORTS TO: Office Manager

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PURPOSE OF JOB: To provide efficient and effective administrative support to the school and carry out reception duties effectively

To offer a professional and courteous service to every user

To be able to relate appropriately to a wide range of people

To have an awareness of users needs

The post holder is expected to be proactive in keeping up to date with services, activities and events that the school provide.

LINE MANAGE: This post has no supervisory responsibility

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# DUTIES AND RESPONSIBILITIES

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Duties and Responsibilities

• To provide day to day reception cover

• To remain professional at all times

•To ensure sensitive information is handled with care whilst maintaining confidentiality at all times

• To ensure school security measures are adhered to by operating the various control mechanisms in place. This includes responsibility of ensuring ID is checked for all visitors, passing on any ID paperwork for supply teachers to the school business manager. Any concerns must be reported to the school business manager

• To ensure all visitors are greeted in a prompt, professional and welcoming manner dealing sensitively with a wide range of issues. Being able to deal with any conflict effectively and with minimum of fuss. Ensuring the appropriate people are informed of any conflict which may arise.

• To provide assistance when required to staff and visitors attending meetings at the school, this may include taking them to and from the meeting place and/or organising refreshments etc.

• To deal with enquiries, either face-to-face or by telephone, from parents, staff, pupils and other stake holders

• To register users attending school activities using the school’s computerised data base

• To answer all telephone calls in a courteous and timely way, including redirecting calls efficiently and passing on messages via email

• In the event of an emergency evacuation, to follow all procedures laid out in the evacuation plan and assist the school in clearing the building

• To undertake a range of admin duties including word processing, input data onto SIMs, photocopying, filing, collation and distribution of documents, processing of correspondence and general clerical duties

• Contribute to and assist the team to meet deadlines and targets

• Any other duties as required by the school Office Manager, in line with the grading of the post

Person Specification

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| **Job Title:** Receptionist / Administrative assistant. | **Department:****Vicarage Primary School** |
| **Division/Section:** | **Job Number:** |
| **Grade:** Scale 1 | **Date last updated:** **October 2024** |

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| IMPORTANT INFORMATION FOR APPLICANTS |
| The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.  |

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| **CRITERIA** | **METHOD OF ASSESSMENT** |
| EQUALITY AND DIVERSITY |
| All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.  |
| **KNOWLEDGE:** | Application Form/ Interview/ Certificate/Test (delete as applicable) |
| **QUALIFICATIONS:**GCSE grade A-C in English and Mathematics or equivalentOther recognised professional qualification | Application Form/ Interview/ Certificate/ Application Form/ Interview/ Certificate/ |
| **EXPERIENCE:**Proven experience of using ICTExperience of general office workingExperience of working in an education setting | Application Form/ InterviewApplication Form/ InterviewApplication Form/ Interview |
| **SKILLS AND ABILITIES:**Ability to undertake routine clerical tasksAbility to type and operated office machineryExcellent written and verbal communication | Application Form/ InterviewApplication Form/ InterviewApplication Form/ Interview |
| **PERSONAL STYLE AND BEHAVIOUR:**A flexible approach to workingWell presentedGood attendance record | Application Form/ InterviewApplication Form/ InterviewApplication Form/ Interview |
| **OTHER SPECIAL REQUIREMENTS:** | Application Form/ Interview/ Certificate/Test (delete as applicable) |