



Receptionist & Administration Officer

- **Hours:** 35 hours per week (8:30 am to 4:00 pm with 30 minutes for lunch), term-time only (0.83 of FTE)
- **Grade:** Scale 3 (Points 5 - 6)
- **Actual Salary:** £23,826 to £24,167 per annum
- **Contract:** Permanent
- **Start Date:** As soon as possible

Join Us as a 'Director of First Impressions'!

We're not just looking for a Receptionist; we're looking for someone who will embody the warmth and welcome we want our school to radiate and model our distinctive Christian values in the way you work. As the first point of contact at our school, you'll play a pivotal role in creating a positive experience for pupils, staff, and visitors alike.

This role offers an excellent opportunity for a professional, self-motivated individual eager to grow their career in school administration.

What We're Looking For:

We need someone who can:

- Confidently work both independently and as part of a team.
- Uphold professionalism at all times.
- Demonstrate strong verbal and written communication skills.
- Competently use Microsoft Word and Excel.
- Build excellent relationships with pupils, staff, and parents.
- Stay calm, positive, and professional under tight deadlines.
- Effectively manage competing priorities.

Key Responsibilities:

Primarily based at our reception desk, you will also support the smooth running of the school's administrative functions, which may include:

- Medical and welfare duties.
- Managing deliveries and orders.
- Handling enquiries from parents and other members of the school community.
- Additional administrative responsibilities as part of the wider administration team (e.g. attendance, admissions, communications et), tailored to your strengths, interests and the needs of the school.

Comprehensive training and on-going development will be provided.

Why Join St Edward's Primary School?

St Edward's Primary School is a welcoming, inclusive school that prioritizes the wellbeing and success of its pupils and staff. We are committed to safeguarding all members of our community. This role requires a criminal background check through the Disclosures Procedure.

How to Apply:

For queries, please contact the school office via telephone or email.

- **Closing Date for Applications:** Wednesday, 11th December 2024
- **Interview Dates:** Wednesday, 18th December or Thursday, 19th December

Note: Early applications are strongly encouraged. We reserve the right to close this vacancy early if sufficient applications are received.

Interview Details:

Interviews will include written and computer-based tasks.

Job title: Receptionist & Administrative Officer

Grade: Scale 3 (no supervision of staff)

Reports to: *PA to the Head Teacher*

Staff managed (if any): None

Job purpose and context

An Administrative Officer is a member of the school support staff, one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders. Working on our school reception, the post holder will need to model welcome, warmth and hospitality in all you do, including in stressful situations.

The Administrative Officer is often a first point of contact and is, therefore, expected to demonstrate exemplary customer service to both internal and external customers and be able to resolve problems and complaints in a sensitive manner.

Roles and responsibilities

1. To communicate with people in person, on the telephone and using email to:
 - respond to queries and resolve problems and complaints
 - provide information and services to customer requirements
 - take and record messages (using the school systems)
2. To use computerised management information systems and/or paper based filing systems to enter, record and retrieve data, supply information in response to requests and make returns required by a variety of different sources. This may include processing admissions and/or recording attendance.
3. To use word processing equipment to prepare, layout, print and dispatch documents including: letters, memos, committee reports and papers
4. To coordinate the receipt, sorting and distribution of incoming messages, post and deliveries and the collection and dispatch of outgoing mail, packages and so forth
5. To contribute to the organisation and arrangement of events – which may include (but not exclusively) training courses, meetings of the governors, school assemblies, festivals and concerts – through the provision of materials, equipment, invitations, publicity and so forth
6. To be responsible for aspects of the school's resources, monitoring supplies and stock, making orders and reporting breakages and so forth

7. To use the school reprographics systems to copy and distribute complex and multiple documents, make sure there is a supply of the materials required to operate the systems and report and record faults
8. To support teachers with administration, organisation and the provision and arrangement of resources
9. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
10. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment.
11. To complete school based induction and any subsequent training required to improve performance, for example, modules leading to the ECDL level 2 certification in ICT or the various SIMS packages used in schools,
12. To take part in the school performance management system.

Notes:

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities.
2. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
3. This is a new job profile for a new post. It will be subject to review with the postholder after one year and may then be reviewed from time to time

Signed

Date

Signed
Headteacher

Date

Receptionist & Administrative Officer

Skills and abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Ability to work independently and support the work of the team	✓		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to work with a high level of accuracy and precision	✓		Application & interview
Ability to communicate and interact effectively with adults and children and young people	✓		Application & interview
Awareness of sensitive information and the need for confidentiality	✓		Interview
Ability to follow directions given by teachers	✓		Interview
Ability to demonstrate respect for students and be able to listen to their views	✓		Interview
Displays commitment to the protection and safeguarding of children and young people	✓		Application & interview
Knowledge			
An understanding of health, safety and security issues in schools	✓		Interview
Willingness to become conversant with the financial regulations of the school	✓		Interview
Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people	✓		Application & interview
Qualifications and experience			
Basic ICT certification to support word processing skills		✓	Application & interview
NVQ Level II or equivalent qualification in Office Skills		✓	Application
GCSE at level A – C in English and mathematics (or equivalent)	✓		Application
One year's experience, on a voluntary or paid basis, in an office or customer service environment		✓	Application & interview
Willingness and motivation to develop own skills and work towards NVQ Level III in Organisation and Administration	✓		Application & interview