

Role Profile: Part-time Receptionist Senior School

Purpose

The Receptionist/Administrator, reporting to the Administration Manager, is the initial point of contact for all external enquiries and visitors to Akeley Wood Senior School. By offering a professional, welcoming and efficient response to all stakeholders, they will play a pivotal role in creating an excellent first, and lasting, impression of the School. The post holder should be confident in greeting new people, and equally confident in knowing when they should give a holding response and seek further information. They will have the ability to select and filter information, as appropriate adhering to Data Protection and Safeguarding policies. In this role they act as a crucial member of the Safeguarding Team and must be confident in ensuring all visitor checks and processes are completed accurately, and that visitors without the necessary ID are challenged. As with all staff they will be expected to share any safeguarding concerns with the DSL without delay and report any security breaches immediately. In addition to overseeing Reception, the post holder will be expected to undertake other key administrative duties, to include managing and overseeing the pupil registration and attendance procedures, communications with parents, ensuring that all communications are authorised, accurate and present the School in the best possible light and any other duties as directed by the Administration

Key Accountabilities (6-8 max)

- Welcoming all visitors, following procedures with regards to formal 'signing –in' and the issuing of visitors badges; guiding and directing visitors to their appointment.
- Answering all calls in a polite and efficient manner, directing the calls as appropriate, including the taking of detailed messages, and maintaining an accurate record of incoming calls, as required.
- Collecting and recording Pupil Registration details on a daily basis (each morning and afternoon) and circulating names of any absentees notified or recorded. Contacting parents of pupils for whom there has been 'unauthorised absence' notified in Registration to ascertain reason(s) for absence. Producing regular reports on attendance as requested by Heads of Year or Deputy Head (Pastoral)
- Receiving all incoming mail and ensuring distribution to relevant members of staff (Internal mail via staff and between sites)
- Supporting the First Aid Officer, dealing with illnesses and injuries affecting pupils and staff as necessary.
- Maintaining where required the SIMS/Cognita Connect database for all current pupils
- Maintaining a parent database to enable contact with parents via email/Cognita Connect and sending communications on behalf of the Teaching staff and School to parents.
- Maintaining and managing Pupil files, ensuring that all paperwork is securely stored in each individual file.
- Maintain and administer the school's stationery requirements.
- Oversea the reprographics room, ensuring it is kept replenished with resources, tidy and reporting service calls to maintain the efficient use of all copiers.
- Providing administrative support to teaching staff as required.
- Managing After School Club bookings and maintaining log book and records of attendance and staffing, producing Excel spreadsheet of charges for the Fees Bursar to enable invoicing of charges
- Maintaining all signing in and out records for staff and pupils including absence requests
- Ensuring that the School's Reception areas are maintained in a tidy and ordered appearance to reflect a welcoming attractive and professional image at all times
- Attending meetings and training sessions as required and assisting with major School functions eg Open Days, presentation evenings.
- At the discretion of the Head and Administration Manager such other duties as may reasonably be requested or required.

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct.
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing.
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy.
- To engage in safeguarding training when required.

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Person Specification

| | Essential | Desirable |
|-----------------------|--|--|
| Qualifications | <ul style="list-style-type: none"> • Good levels of written and spoken English. • Educated to A level standard. | |
| Skills | <ul style="list-style-type: none"> • Excellent telephone manner and highly proficient interpersonal skills. • IT skills including working knowledge of Microsoft Office, Excel. | <ul style="list-style-type: none"> • Database implementation. |
| Experience | <ul style="list-style-type: none"> • High levels of attention to detail and accuracy. • The ability to work as part of a team and assist others when required. • Maturity and a calm friendly manner even when under pressure and the ability to employ tact and diplomacy in challenging situations. | <ul style="list-style-type: none"> • Experience of working in a school. |
| Other | <ul style="list-style-type: none"> • Exemplary professional standards of appearance. • An understanding of the importance of handling confidential records appropriately. | |

Key Stakeholders:

Internal

- Principal and Senior Leadership Team
- Business Manager, Administrations Manager and Administration Team
- Facilities and Site Management Staff
- All Teaching Staff
- Students

External

- Cognita School Support
- External Visitors
- Parents
- Third party contractors and Volunteers

Remuneration

- Competitive Salary
- Contributory Pension Scheme
- School Fee Discount
- Professional Development