



# St Ursula's Convent School

## A Humanities College and Teaching School

### **JOB DESCRIPTION: School Office Administrative Assistant / Receptionist**

The primary responsibilities are to provide administrative support to the whole school; carry out reception duties; manage school hospitality; undertake other duties in line with this pay scale.

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| Reporting to: | Office Manager   |
| Hours:        | 35 hours per week (all year round)<br>Monday – Friday<br>08:30 – 16:30 normal work pattern |
| Grade:        | Scale 2, point 3-4   |
| Salary:       | £21,408-£21,795 pro rata   |

### **Main Duties**

- Provide a friendly and efficient administrative support service for staff, pupils, parents, visitors etc
- Carry out administrative / reception tasks as directed by the Office Manager
- Enter and retrieve data from the school's staff and pupil database, as appropriate, whilst ensuring GDPR procedures are followed
- Collect data and produce student certificates
- Welcome visitors to the school ensuring safeguarding protocols at all times
- Assist the Attendance Officer with monitoring late students and data input, as required
- Provide a professional and effective response to parental/staff communication queries
- Help to maintain the school's filing system
- Carry out photocopying, as required, supporting the whole school
- Monitor and order MRO resources under the Office Managers direction
- Update displays across the school
- Assist with hospitality
- Undertake First Aid and Fire Marshall duties (training provided)
- In dealing with members of the school community to be mindful of the school's Catholic ethos and its Equal Opportunities policies.
- In discharging the duties of the post have regard to the provision of the Health and Safety at work legislation.

Carry out any other duties commensurate with the role and grade of this post.

All job descriptions are subject to review and modification according to changing needs and circumstances

Normal work pattern subject to change to meet the needs of the school

| <b>PERSON SPECIFICATION</b>                                  |  |   |
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| <b>School Office Administrative Assistant / Receptionist</b> |  |   |
|  | Essential  | Desirable   |
| Qualifications / Training                                    | <ul style="list-style-type: none"> <li>• Good general standard of education</li> <li>• Good numeracy / literacy / ICT skills (GCSE grade C or above or equivalent)</li> </ul>  | <ul style="list-style-type: none"> <li>• Safeguard training</li> </ul>  |
| Specific Skills, Experience and Knowledge                    | <ul style="list-style-type: none"> <li>• Previous experience of working in an office environment</li> <li>• Ability to fulfil duties including; <ul style="list-style-type: none"> <li>○ a polite professional telephone manner</li> <li>○ ability to take and relay accurate messages</li> <li>○ providing a first point of contact service for pupils, parents/guardians, visitors, staff and other outside agencies</li> </ul> </li> <li>• Ability to undertake a range of office administration, accurately and efficiently including data entry skills</li> <li>• Excellent communication skills, both verbal and written</li> <li>• Excellent working knowledge of Microsoft Office (Outlook, Word and Excel)</li> <li>• Able to identify, the needs of the school office, including the extended services within school</li> <li>• Excellent organisational skills</li> <li>• Ability to prioritise workload and to work to, and meet, deadlines</li> <li>• Ability to problem solve</li> <li>• Ability to work accurately under pressure in a very busy environment and adapt quickly and effectively to changing circumstances/situations.</li> <li>• An ability to use own initiative, work independently and also as part of a team</li> <li>• Knowledge and awareness of the importance of confidentiality and data protection</li> <li>• An understanding of the ethos of a school</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working in a School Office</li> <li>• Knowledge of school administration practices and procedures</li> <li>• Experience of using SIMs or similar data management system</li> <li>• Experience of using Edulink or similar parent communication software</li> </ul> |
| Personal Qualities   | <ul style="list-style-type: none"> <li>• Excellent record of punctuality and attendance</li> </ul>   |   |

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|  | <ul style="list-style-type: none"><li>• Good interpersonal skills with children and adults.</li><li>• Good mobility to update display work across the school site</li><li>• Smart professional appearance</li><li>• Discreet and confidential manner</li><li>• Motivated, enthusiastic and flexible</li><li>• Effective time management skills</li><li>• Awareness and commitment to equality and diversity, health and safety and safeguarding.</li><li>• Supportive of the School's Catholic Ethos</li></ul> |  |
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