



St Ursula's Convent School

A Humanities College and Teaching School

JOB DESCRIPTION: School Office Administrative Assistant / Student Receptionist

The Receptionist for St Ursula's Convent School is to undertake the role of lead school receptionist and assist in a range of administrative duties within the school office team when required. They will also act as the initial point of contact for students and so will be an ambassador for the school and will embody the value, vision, and ethos of the school in all intentions in a professional and friendly manner.

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| Reporting to: | Office Manager |
| Hours: | 35 hours per week - all year round Monday – Friday 08:00-16:00 normal work pattern <i>(07.30-15.30 on occasion if required to cover)</i> |
| Grade: | Scale 3 (sp. 5-6) |
| Salary: | £22,185pa pro rata |

Specific Duties:

- To act as first point of contact at the Student Reception area. Deal with all enquiries in a professional, welcoming manner to ensure a great impression of the school, whilst ensuring the school's safeguarding procedures are adhered to at all times
- To deal professionally, promptly, and efficiently with incoming telephone calls, directing callers to the right person, taking messages correctly and using judgement to screen calls where necessary
- To be courteous, professional, and able to handle multiple tasks with ease
- To remain calm, using tact and diplomacy when dealing with complex matters that may arise in sometimes difficult circumstances.
- To be responsible for the smooth running and organisation of the reception area, ensuring the reception desk and reception area are kept neat & tidy at all times, always ensuring that any documentation containing sensitive information is kept securely and out of sight of others
- Accurately record telephone messages, making sure that they are conveyed to the correct person, promptly and communicated to them effectively
- To monitor the Reception email inbox, making sure that emails are forwarded to the correct person, promptly and communicated to them effectively
- To act as a central information point, liaising sensitively and effectively with staff, students, parents and visitors, responding to their individual needs, and providing advice and guidance where appropriate

- To have a working knowledge of the school MIS system (SIMs) enabling them to locate pupils on request
- Enter and retrieve data from the school's staff and pupil database, as appropriate, whilst ensuring GDPR procedures are followed
- To check On-call emails and ensure they are being dealt with, in a timely manner
- In the event of the fire alarm sounding, print a log of all visitors onsite that day, and take them to the staff/visitor fire point
- To be involved as required in general administration as requested and required by the line manager / SLT
- To provide assistance/cover for other Admin staff as requested
- To be flexible and to be able to take part as/when required in activities such as Open Evenings, Parents Evenings
- To order refreshments when requested
- To maintain the school's filing system (including Y7 intake and off role students)
- Manage the school's confiscated items, recording details, labelling items, arranging secure storage and return
- Day to day use of Microsoft Office, Google docs, Edulink (home communication systems), SIMs and other IT systems

Other Responsibilities

- Any other duties appropriate with the general level of responsibility of the post as directed by the Office Manager/SLT
- Undertake relevant training as required to support the functions of the post and to enhance personal development
- Attend meetings as and when required
- To be trained as a First Aider / Fire Marshal and carry out duties as required
- Provide cover for the Main Reception area as required

Performance Development

To take part in the school's staff development programme by participating in arrangements for further training and professional development

To continue personal development in the relevant areas

To actively engage in the Performance Management Review process

School Policy

Ensure that all duties and responsibilities are carried out in accordance with Health & Safety at Work Policy

Be aware of and comply with policies and procedures relating to child protection, health, safety & security and confidentiality, reporting all concerns to an appropriate person.

Contribute to the overall ethos, work and goals of the school

Child Protection

To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures and the School's safeguarding policy

This job description is an illustration of the duties and responsibilities of the position. The post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of the grade. As the school and the post-holder

develop, there will inevitably be some changes to the duties for which the post is responsible. The school expects that the post-holder will recognise this and will adopt a flexible approach to work.

This post is subject to an enhanced DBS disclosure and the post holder must be committed to safeguarding the welfare of children.

| Personal Specification | Essential | Desirable |
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| EDUCATION/QUALIFICATIONS | | |
| Minimum of Maths and English GCSE at Grade C or equivalent | ✓ | |
| Good numeracy/literacy skills | ✓ | |
| A record of Continuous Professional Development | | ✓ |
| KNOWLEDGE AND EXPERIENCE | | |
| Minimum 2 years' experience in a school office / busy administration department | | ✓ |
| Experience of dealing effectively and conversing in a professional, friendly manner | | ✓ |
| Experience of use of Microsoft Office, including Excel, Word, Outlook and other IT software | ✓ | |
| Experience of providing excellent customer service and deal with difficult enquiries appropriately, able to stay calm | ✓ | |
| Ability to work on own initiative and contribute to the effective working of a close team | ✓ | |
| Experience of undertaking a range of administrative tasks | ✓ | |
| Have a working knowledge of SIMs and Google documents | | ✓ |
| An awareness and understanding of safeguarding responsibilities of all adults who work with children | ✓ | |
| KNOWLEDGE AND EXPERIENCE | | |
| Strong IT skills including use of Word, Excel, Outlook and database entry | ✓ | |
| Able to work effectively under pressure and to tight deadlines | ✓ | |
| Ability to complete work to a high standard, with accuracy | ✓ | |
| Excellent timekeeping, time management and attendance | ✓ | |
| Be able to think creatively to help solve problems | ✓ | |
| Excellent organisational ability | ✓ | |
| Prioritise, plan and organise your own workload and meet deadlines | ✓ | |
| Calm and focussed under pressure | ✓ | |
| Ability to communicate effectively with all staff, parents and pupils | ✓ | |
| Maintain a professional image and be able to always respect confidentiality | ✓ | |
| Build and maintain effective relationships within the admin team, school environment and the local community | ✓ | |

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| Ability to be flexible where necessary, including out of hours working on occasion | ✓ | |
| Willing to learn and undertake training | ✓ | |
| Committed to carry out role to best of ability | ✓ | |