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# **St John's CofE (VA) Primary School**



## **School Receptionist Administrator**

**Role Profile and Person Specification**  
**October 2020**

# ST JOHN'S CHURCH OF ENGLAND VA PRIMARY SCHOOL

## Role Profile

<b>Job Title</b>	<b>School Receptionist Administrator</b>
<b>School</b>	<b>St John's Church of England Voluntary Aided Primary School</b>
<b>Grade Range</b>	<b>Grade 3 – Scale points 5&amp;6</b>
	<b>Grade salary: <a href="#">starting £21,591</a></b>
	<b><a href="#">Pro-rata'd</a> <a href="#">and</a> paid over 12 months</b>
<b>Hours</b>	<b>36pw term-time plus 1 week, usually in the school summer break</b>
<b>Reports to</b>	Business Manager
<b>Responsible for</b>	No line management responsibilities
<b>Role Purpose and Role Dimensions</b>	<p>The post-holder is the initial contact for most parents and visitors and also provides straightforward administration for the school.</p> <p>Provide excellent internal &amp; external communication.</p> <p>Provide efficient administrative to the school, using IT and other resources.</p> <p>Provide First Aid to pupils, staff and visitors.</p> <p>Assist with the planning &amp; development of the school office service.</p>
<b>Key External Contacts</b>	<ul style="list-style-type: none"><li>▪ Parents and carers of pupils</li><li>▪ Visitors including volunteers</li><li>▪ Supply teachers/agencies</li><li>▪ Suppliers &amp; contractors</li><li>▪ Mail delivery companies</li></ul>
<b>Key Internal Contacts:</b>	<ul style="list-style-type: none"><li>▪ Pupils</li><li>▪ Head Teacher, Deputy Head Teacher, Business Manager and other office support staff</li><li>▪ Teachers &amp; Teaching Assistants</li><li>▪ Caretaker</li><li>▪ Governors</li></ul>
<b>Financial Dimensions:</b>	
<b>Key Areas for Decision Making:</b>	<ul style="list-style-type: none"><li>▪ Day to day decisions will be based on set prescribed procedures</li><li>▪ Complex decisions will be referred to the Business Manager or Head/Deputy Teacher.</li></ul>
<b>Other Considerations</b>	<ul style="list-style-type: none"><li>▪ Support the distinctive Christian ethos of the school.</li><li>▪ A regularly updated enhanced DBS.</li><li>▪ Achieve and maintain current paediatric and adult First Aid qualifications</li><li>▪ Individual and collective responsibility for championing the school's diversity agenda with a commitment to continually developing personal understanding of diversity.</li></ul>

## Key Accountabilities and Result Areas:

### Organisation

## Key Elements:

### This will involve:

- Undertaking reception duties, eg face to face enquiries and signing in visitors and staff; answering general telephone enquiries.
- Leading and assisting with pupil first aid and welfare duties; for example looking after sick pupils, liaising with parents and staff; maintaining medical supplies.
- Assisting in arrangements for schools trips, events etc.
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### Administration

### This will involve:

- Providing general admin support to the school eg photocopying, filing, faxing, completing standard forms, responding to routine correspondence.
- Maintaining manual and computerised records/management information systems,
- Producing lists/information/data as required, for example pupils' data.
- Undertake typing and word-processing and other IT based tasks.
- Sorting and distributing mail; sending mail.
- Maintaining and collating pupil reports.
- Liaising with peripatetic teachers.
- Operating and keeping communication systems under review.
- Monitoring pupil's attendance and punctuality and implementing procedures to maintain high levels of attendance and punctuality.
- Taking notes at meetings.
- Liaise with the kitchen over meal numbers and allergies.

### Resources

### This will involve:

- Operating relevant IT equipment and packages, eg word including email, mail-merge, excel, spreadsheets, other databases, and the internet.
- Maintaining supplies, cataloguing and distributing as required.
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- Providing general advice and guidance to staff, pupils and the school community.
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### Responsibilities

### This will involve:

- Being aware of and complying with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
  - Being aware of and supporting difference in people and help to ensure equality in the school. Understand, comply with and promote equalities in own work; to undertake appropriate training, and challenge all racism, prejudice and discrimination.
  - Contributing to the overall Christian ethos/work/aims of the school.
  - Understanding and supporting the role of other professionals.
  - Attending and participating in relevant meetings as required.
  - Participating in training and other learning activities and performance development as required.
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- In extraordinary times, such as during a pandemic for example, all related temporary or permanent protocols and policies to be followed.

**To contribute as an effective and collaborative member of the School Team**

**This will involve:**

- Participating in training and being able to demonstrate competence.
- Participating in first aid training and provision as required.
- Participating in the on-going development, implementation and monitoring of the service plans.
- Championing the professional integrity of the School.
- Supporting school and local authority initiatives.
- Actively sharing feedback on School policies and interventions.
- Actively participating in and attending a variety of School events.
- Supporting the distinctive Christian ethos of the school.

## **Confidentiality and Data Protection**

### **This will involve:**

- Being aware of the school's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of people's personal data and ensure that all administrative and financial processes carried out in this role comply with this.
- Maintaining client records and archive systems, in accordance with school procedure, policy and statutory requirements.
- Treat all information acquired through this employment, both formally and informally, in **strict confidence**.
- There are strict rules and protocols defining employees' access to and use of the school's and the council's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation.
- Staff who are also parents, carers or relatives of pupils of this school must maintain the strictest boundary between their professional job and family-related matters. Any breach will also be regarded as subject to disciplinary investigation.
- There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Health and Safety**

### **This will involve**

- Every employee is responsible for their own Health & Safety, as well as that of colleagues and pupils, and visitors. Co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

## **Green Statement**

### **This will involve**

- Seeking opportunities to demonstrate and encourage good environmental practice such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction.

# Person Specification

## Job Title

**School Receptionist Administrator**

## Experience

1. NVQ 2 or equivalent qualification **or** relevant experience in an environment relevant to this post. General reception, administrative and financial work.
2. Efficient and accurate use of IT packages such as Word, Powerpoint, Excel.
3. Worked effectively as part of a small team; significant contribution to team working.
4. Worked alone and in a small team.in a busy environment with interruption to work. This experience within a school environment would be helpful but is not essential.
5. Communicated with a wide range of people in a professional capacity including with children.

## Knowledge

6. Have and maintain knowledge of relevant policies/codes of practice/procedures & an awareness of relevant legislation.

## Skills and abilities

7. Have good numeracy skills: for example to ensure accurate accounting by self and suppliers.
8. Have good literacy skills: for example to write appropriate and accurate correspondence and to proofread communications.
9. Have good verbal and written communication skills: including the ability to relate well to children and adults; to build and maintain positive relationships and project a positive image of St John's School at all times.
10. Use strong IT skills to ensure effective use of technology; for example to mail-merge, create and use spread sheets, email, text and upload and update the school web site. Fast and accurate keyboard skills.
11. Use general office equipment and resources effectively and efficiently.
12. To work constructively as part of a team, understanding school roles & responsibilities and your own position within these.

## Special conditions

13. A sympathetic understanding of St.John's Christian ethos and the ability to support this throughout this role.
14. To have a DBS prior to starting and regularly updated.
15. Qualify as a formal paediatric & adults First Aider for the school and keep knowledge up to date.
16. Present a smart and professional appearance.
17. Can identify own training & development needs & cooperate with means to address these.