

**St Aidan's Church of England High School**

**Receptionist and Administrative Assistant Job Description – Grade D**

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**1. Reception**

- a. Ensure the smooth running of an efficient reception service
- b. To provide a warm and professional welcome, either in person or over the telephone, reflecting the school's ethos
- c. As the first point of contact for visitors, follow the school's safeguarding and H&S procedures; this may also include the explanation of Covid-related measures at that time
- d. Deal with enquiries by telephone or face to face and ensure they are dealt with effectively and efficiently
- e. Ensure all students arriving late or leaving the premises have signed in/out, liaising with the Administration Assistant (Attendance).
- f. Sort incoming mail and distribute to appropriate departments, liaising with the Facilities teams as needed
- g. Frank outgoing mail in readiness for collection
- h. Follow strictly regulated protocols in the postage/collection of exam and coursework papers and submissions
- i. Manage meeting room bookings and liaise with students for meetings with external agencies
- j. Deal with enquiries relating to lost property, including lunch cards and 'borrowing' of school ties

**2. Minibuses**

- a. Manage the bookings for the school minibus, including bookings from primary schools within the Trust
- b. Maintain log of trained staff who can drive the minibuses, identifying when training is required
- c. Organise training schedule for the drivers of the school minibus, booking the minibuses for the day and liaising with Cover Manager for staff attending
- d. Organise checks and MOT for school minibuses

**3. General administration**

- a. Assist with the inputting of register updates to Bromcom (School MIS)
- b. Produce certificates as required by Heads of Year e.g. attendance and CODE
- c. Administration of detentions; filing notes and sending letters to parents
- d. Liaise with School Nurse and Finance for student access to the Lift

- e. Assist with contacting the Emergency Services as required
- f. Arrange taxis for students and check invoices match bookings
- g. Manage confiscated mobile phones following the school's policy on student mobile phones
- h. Take photos of students not yet on the school's MIS
- i. Organise the annual photography for Year 7 and Year 11 students, liaising with the Cover Manager
- j. Assist Marketing and Communications Manager as needed with photos, images and comments for the Y11 Yearbook
- k. Support the Cover Manager in the organisation of the Yorkshire Show trips for Years 7-9
- l. Assist with the updating of school records on Bromcom (School MIS)
- m. Produce timetables and classlists / registers as required
- n. Prepare notice board and name cards for Parents' Evenings, liaising with Facilities staff for Hall layout
- o. Monitor stationery stock levels for the Office, place orders as appropriate and check incoming orders
- p. Any other administrative duties related to the post which may be required from time to time

#### **4. Fire Evacuation**

- a. Liaise with nurse and Administrative Assistant (Attendance) in ensuring all PEEMP (Personal Emergency, Evacuation and Movement Plan) files are reviewed and updated (temporary and permanent students who have a PEEMP)
- b. Ensure the PEEMP fire register is up to date and take a paper copy to the nurse during evacuation
- c. Responsible for the registration of visitors during a fire evacuation

#### **5. Risk Assessments**

- a. Ensure Risk Assessments are up to date for each department and accurate on the system
- b. Send out reminder e-mails to staff

## **Person Specification**

### **1 Experience and skills**

- Previous reception or office administration experience is essential
- Knowledge of Microsoft Office including Word and Excel is essential
- Confident in handling sensitive matters
- Working knowledge of Bromcom or similar school Management Information System would be desirable
- Strong command of English language; both written and verbal
- Willing to use a radio to contact other members of staff
- Excellent communication skills: ability to communicate with different groups of people including students, parents, staff and visitors
- Excellent customer service skills and the ability to understand the needs of students, staff, parents and carers
- Excellent organisational and time management skills and the ability to prioritise work
- Ability to work on own initiative as well as part of a wider team

### **2 Personal**

- A passion for safeguarding young people
- Excellent telephone manner
- Self-motivated and proactive
- Adaptable, willing and flexible
- Conscientious and dependable
- Calm and organised
- Enthusiastic, ambitious and hard working
- Tactful and assertive