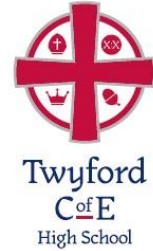




## Twyford Church Of England Academies Trust

“I have come that you might have life  
and have it to the full” John 10 v10



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### Twyford Church of England High School

#### Job Description

<b>Job Title:</b>	<b>Reception Administrator</b>
<b>Grade:</b>	Grade 5, scale points 12 - 15 (£24,603 - £25,950)
<b>Line Manager:</b>	Elms Office Manager
<b>Supervisory Responsibility:</b>	None, apart from assisting in work familiarisation of new members of staff
<b>Hours:</b>	Full time (35 hours/week, 52 weeks/year*) <i>*An additional 1 hour per day is to be worked every day in term time; these hours are accrued and taken as time in lieu in the school holidays when the school office is quiet or the school is closed</i>

#### Main purpose of the job

1. To act as first point of contact for all visitors to the School ('front of house') and to carry out a wide range of tasks in support of staff & students
2. To support the Administration & Communication Team with a range of organisational, clerical and general tasks on behalf of the school, staff, students, parents and visitors

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#### Main responsibilities and tasks

##### **To act as first point of contact for all visitors to the School, and carry out a wide range of tasks in support of staff and students**

- To meet and greet visitors to the School ('front of house')
- To provide a high quality information service to staff, pupils, visitors and external callers in respect of current and future school activities
- To arrange and book meeting rooms in the Elms Building
- To process all incoming and outgoing mail
- To handle quickly and accurately all incoming phone calls
- To deal with enquiries received via the School's email office mailbox
- To order and distribute stationery and office supplies
- To arrange and deploy the Year 8 "reception assistant" students
- To monitor access to the school site during school hours
- To collect and distribute lost property

- To chase and update outstanding registers with any relevant information given by other members of staff
- To register students signing-in or leaving the School site on SIMS
- To issue Emergency Lunch Passes
- Ordering of stationary

**To support the Administration & Communication Team with a range of organisational, clerical and general tasks on behalf of the school, staff, students, parents and visitors.**

Responsibilities are shared with other members of the School Administration team, under the management of the Elms Office Manager, and include:

**1. Reception duties - to act as first point of contact for all visitors to the School**

- To meet and greet visitors to the School ('front of house')
- To provide a high quality information service to staff, pupils, visitors and external callers in respect of current and future school activities
- To process all incoming and outgoing mail
- To handle quickly and accurately all incoming phone calls
- To deal with enquiries received via the School's email office mailbox
- To register students signing-in or leaving the School site on SIMS

**2. Attendance monitoring - to administer the electronic registration and attendance system**

- To assist with locating students who are missing from lessons
- To chase outstanding registers
- To monitor and maintain weekly reports on outstanding registers

**3. Behaviour monitoring**

- To assist the administrative processes relating to Detentions
- To assist and oversee the conduct system, including inputting conduct points
- To assist in issuing the Duty Rota
- To ensure that pastoral information is regularly updated and accurate

**4. First Aid delivery**

- To assist students who attend the medical room
- To ensure all procedures are followed when dealing with students
- To maintain a log of support given to students in each case
- To liaise with parents if necessary
- To update SIMS system with any action information regarding students

**5. Reprographics – to carry out reprographic duties to support students and staff**

- To collect all requests for reprographics either left in person, left with written instructions, or by email
- To assist process all reprographic requests accurately and within agreed time constraints
- To prioritise work during busy times, such as producing yearly student reports and preparation of examination papers

## 6. General duties

- To undertake similar duties, commensurate with the level of the post, at the discretion of the Office Manager or Administration & Communications Manager. This might include temporary re-deployment to meet the needs of the wider school, and may involve normal duties having a lower priority or being temporarily put 'on hold'. These duties may include (not limited to):
  - General clerical / administrative / filing support; collecting and distributing lost property
  - Lunchtime and/or temporary cover
  - Supporting preparations for major School events
  - Communications with staff, students, parents and other external stakeholders
  - Administration supporting the admissions process
- To be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection
- To adhere to School Health & Safety policy, including risk assessments and safety systems, and to assist with student welfare
- To attend and participate in meetings, training, performance management processes and professional development, as required
- To contribute to the overall ethos of the School

### Key measures of success

- A well-organised, calm and responsive administration service.
- Positive feedback from staff, students, parents and visitors.

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### Signatures

Signature of Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Post Holder: \_\_\_\_\_ Date: \_\_\_\_\_

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### Person Specification

Education and Qualifications	Essential	Desirable
GCSE passes in English and Maths, or equivalent	✓	
General administration qualification		✓
Knowledge and Experience	Essential	Desirable
Good ICT skills	✓	
Intermediate or advanced MS Office user	✓	
Previous administrative experience or of working in an office environment		✓

First Aid qualification		✓
Experience of working in a customer service and support environment		✓
Experience of working within a school environment		✓
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Professional attitude and approach to work	✓	
Willingness and ability to manage own time and take full responsibility for work	✓	
Ability to organise, plan and prioritise work, paying attention to detail	✓	
Enthusiasm for working with staff and students	✓	
Ability to communicate clearly and effectively with different audiences, orally and in writing	✓	
Able to demonstrate discretion, confidentiality and commitment	✓	
Customer focused with excellent customer care skills	✓	
Excellent attendance and punctuality	✓	

## Key Terms and Conditions

### Pay:

Grade 5, Scale Points 12 - 15 (£24,603 - £25,950).

Starting salary is on the lowest scale point in the grade; increments are then paid to staff with more than 6 months service in April of each year until the highest scale point in the grade is reached. Payment is by bank transfer on or by 26<sup>th</sup> of each calendar month.

### Hours of work:

The working week is 35 hours; core hours are from 8.00am - 3.30pm with a half hour lunch break.

\*An additional 1 hour is to be worked each day from 3.30 – 4.30pm. These additional hours will be accrued and taken as time in lieu during school holidays or other closures when the office is less busy.

### Weeks of work:

Full-time comprises 52 weeks, with annual holiday entitlement of 24 days per year plus 3 days at the end of December (when the school is closed) plus 8 public holidays. Entitlement increases to 27 days after 5 years' service. Holidays are to coincide with periods when the school is closed and public holidays which will be notified from time to time.

### Probation:

All support staff appointments are subject to satisfactory completion of a 6 month probationary period.

*The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful applicant will be required to apply for an enhanced disclosure from the DBS (Disclosure and Barring Service), previously the CRB.*

For more information visit <https://www.gov.uk/crb-criminal-records-bureau-check>

*You will also be expected to sign and adhere to the Trust's SAFEGUARDING CHILDREN & YOUNG PEOPLE and SAFE WORKING PRACTICE AGREEMENT which is available as a download on the Trust website.*