**[http://www.westnorfolkacademiestrust.co.uk/images/WNAT%20logo2.jpg](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRxqFQoTCIvzgNHJ-8gCFQFTGgod_fMEPg&url=http://www.westnorfolkacademiestrust.co.uk/schoolpolicies.html&psig=AFQjCNGv0XeLZlIaf3ZMRvHfV5vI2kZasQ&ust=1446891639482155)**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **School/College:** | **St Clements High School** |
| **Job Title:** | **Administrator/Receptionist** |
| **Grade:** | **Scale C, Point 10 – 13, (£8.74 - £9.01/hour)**  **(£16,863 - £17,391 FTE per annum, based on a 37 hour week)**  **Please note that the salary will be pro rata** |
| **Hours/weeks:** | **37 hours per week, 39 weeks per year (please note that finish time will be 5pm Mon-Fri)** |
| **Responsible to:** | **Administrative Manager** |
| **Working With:** | **Administrative Staff**  **Receptionists**  **Teachers**  **Students** |

**Purpose of the Job**

To support managers, teachers and students in the school, by undertaking routine administrative, clerical and other duties, with particular emphasis on reception/switchboard duties. Providing flexible capacity to enable the school to cope with peak workloads. To provide first aid for students and staff as necessary.

**Responsibilities**

* To undertake switchboard, receptionist and messenger duties within the school, in accordance with agreed arrangements. To ensure that the Reception area is staffed at all times.
* To receive and reply promptly to any telephone enquiries and other messages, dealing as appropriate with routine enquiries.
* To ensure that visitors to the school are courteously and correctly received and hospitality provided as required and to deal sensitively with anxious, distressed or impatient callers, whether by telephone or in person and whether students, parents or external visitors.
* To ensure post, both incoming and outgoing, is dealt with promptly and efficiently.
* To provide first aid as required to students and staff.
* To check first aid boxes on a monthly basis.
* To undertake clerical and administrative duties of a routine nature which could include:
* issuing bus passes;
* assisting with the preparation of forms, maintenance of records/registers, including student admissions/leavers and student absences;
* dealing with lost property enquiries;
* administering medicines in-line with school policy;
* taking delivery and signing for goods, checking back goods received to orders and signing delivery notes for the Finance Department;
* assisting with the receiving of and storage of supplies and new equipment.
* To undertake photocopying, filing, faxing and e-mailing.
* To provide routine clerical and other assistance in other areas of the school, including the library, resources area, medical area and examinations officer.
* To type letters and general correspondence.
* To keep the front office tidy at all times.
* To undertake any other duties that are commensurate with the grade and scope of the post, as determined by the Administrative Manager or other senior staff.

**Job context and flexibility**

The duties and responsibilities listed in this job description provide a summary of the main aspects of the role. This is not an exhaustive list and the post holder may be required to carry out other tasks, as deemed appropriate to the grade and nature of the post.

This job description is current at the date indicated below but, in consultation with the post holder, it may be changed by the Headteacher to reflect or anticipate changes in the post commensurate with the grade or job title.

Due to the routine of the school, the workload may not be evenly spread throughout the year. Flexibility of hours, and a flexible attitude and willingness to assist others in the team, when required is necessary. This Job Description sets out the duties and responsibilities of the post at the time it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Where the post holder has a budgetary responsibility, it is a requirement of the role to work within the Academy’s financial regulations.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all children and young people. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced DBS (Disclosure and Barring Service) check.

The Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced check with the Criminal Records Bureau.

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualifications** | **Essential** | **Desirable** | **How assessed** |
| Level 2 English (i.e. GCSE A\*-C, or equivalent) | **🗸** |  | App/Int |
| Level 2 Maths (i.e. GCSE A\*-C, or equivalent) | **🗸** |  |
| NVQ (or equivalent) in a relevant discipline |  | **🗸** |
| Trained First Aider |  | **🗸** |
| A willingness to successfully complete First Aid Training | **🗸** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Experience** | **Essential** | **Desirable** | **How assessed** |
| Significant experience of working with young people |  | **🗸** | App/Int/Ref |
| Good understanding of, and ability to use, relevant technology e.g. photocopier, telephone switchboard. | **🗸** |  |
| Good keyboard and ICT skills | **🗸** |  |
| Excellent telephone manner | **🗸** |  |
| Ability to relate well to students, parents/carers/guardians and other adults | **🗸** |  |
| Ability to work constructively as part of a team | **🗸** |  |
| Understanding of school roles and responsibilities |  | **🗸** |
| Willingness to participate in development and training opportunities | **🗸** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Personal qualities** | **Essential** | **Desirable** | **How assessed** |
| Good organisational and time management skills | **🗸** |  | App/Int/Ref |
| Good communication skills | **🗸** |  |

Appl = Application form Int = Interview Ref = Reference