**Cathedral Academy**

**Job Description**

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| Job Title: |  | Receptionist/General Administrator | |  |
| Job Scale: |  | Scale 3 |  | |

**BASIC JOB PURPOSE**

* To provide a professional, efficient and effective Reception service for visitors to Cathedral Academy
* To deliver a high quality administrative/clerical service for teaching colleagues and associate staff.

**Reporting to:** Administration Manager

**Responsible for: n/a**

**Main Responsibilities**

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| **Reception** | |
| 1. | To present a professional image to all visitors to Cathedral Academy. |
| 2. | To maintain high standards of reception duties and telephone skills, answering routine telephone and face to face enquiries confidently. |
| 3. | To meet and greet all visitors, parents, governors, staff, students, visitors and external bodies with courtesy and hospitality, ensuring all visitors have signed in and been issued with a pass, following safeguarding procedures and are given sufficient Health and Safety and/or safeguarding information for their visit. |
| 4. | To book rooms using the calendar system, as and when required. |
| 5. | To ensure messages are recorded accurately and delivered electronically to staff in a timely manner. |
| 6. | To ensure information in Reception is displayed in a creative and accurate way to ensure key messages can be seen around the academy by its stakeholders. |
| 7. | To develop systems of work to improve effectiveness and efficiency of the reception service following liaison with line manager. |
| 8. | Responsibility for the main telephone system within the academy and to ensure the system is updated where necessary (create new voice mail messages, change date, time and change of extension numbers/users etc). |
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| **Administration Support** | |
| 9. | To work as part of a team to provide administrative support, using a range of IT packages and general office skills including data entry. |
| 10. | To assist teaching staff with telephone calls to parents, obtaining relevant information as and when necessary. |
| 11. | To manage the delivery of all supplies into the Academy and distribute accordingly. |
| 12. | To assist with hospitality and meetings, as and when required. |
| 13. | To support the management of the Learning email to distribute and answer emails as appropriate. |
| **Fire Marshal Responsibilities** | |
| 14. | In the event of a fire evacuation, act as a fire marshals for all visitors to the academy to ensure that they are accounted for using the current fire procedures. |
| **Safeguarding** | |
| 15. | To uphold and promote the academy’s child protection and safeguarding policies and procedures and ensure they are adhered to by all staff. |
| 16. | To promote the safety and wellbeing of students. |
| 17. | To work closely with the Safeguarding Team, attending and minuting meetings at their request and maintaining good and coherent safeguarding records to ensure the information is readily available. |

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| **Other Specific Duties** |
| * To continue personal professional development as required. * Attend staff and other meetings and participate in staff training and development events as required. * To actively engage in the performance review process. * All support staff may be used to perform appropriate duties as and when required by the academy, commensurate with the salary grade of that post if it is higher than the employee’s current salary. * To work in the best interests of the academy, students, parents and staff. * To adhere to the Academy’s policies and procedures with particular reference to Child Protection, Equal Opportunities, Teaching and Learning and Health and Safety. * Undertake the role of a Form Tutor within the academy’s Vertical Tutoring pastoral College structure, and provide relevant and appropriate pastoral support.   Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.  This job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title. |
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| **PERSON SPECIFICATION** | | |
| **Job: Receptionist / General Administrator** | | |
| **KEY CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications & Experience** | * 4 or more GCSE’s at grade C or above, including English and Maths (or equivalent) * evidence of experience in an similar, office or administration role * experience of working to deadlines * experience of note taking and arranging meetings * experience of using databases, word processing and a range of other IT packages | * experience of working in a school environment (understanding of safeguarding and Child Protection issues) * experience of SIMS and/or Bromcom |
| **Knowledge & Understanding** | * knowledge of administration systems and general office procedures * understanding of filing, storage and archive systems and procedures | * the potential uses of data to support efficiency |
| **Skills & abilities** | * ability to communicate effectively to a range of audiences (internal and external) through strong inter-personal, written, oral and presentation skills * sound judgment and ability to make decisions based on understanding of relevant information * able to prioritise work and to manage work to meet tight deadlines * adaptability to changing circumstances/ideas * work as an effective team member and apply given instructions * customer service skills * able to apply written and verbal instructions * able to organise, plan and complete tasks * able to work in a school environment, around children and young people * high personal standards and able to provide a role model for students and staff * seek support and advice when necessary | * deal sensitively with people and resolve conflicts * able to develop and maintain effective communication systems |
| **Personal Qualities** | * adaptability to changing circumstances/new ideas * ability to inspire confidence in staff, students, parents and others * reliability and integrity and a commitment to confidentiality | * determination to succeed and the highest possible expectations of self and others * a commitment to inclusive education |