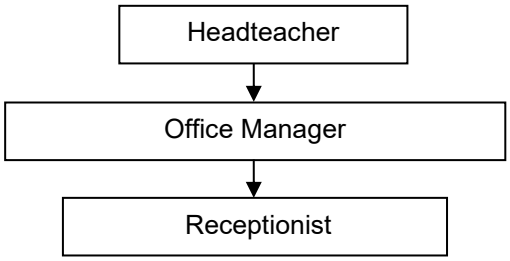
JOB DESCRIPTION

School: Brookfields School	**Location:** Tilehurst, West Berkshire
Job Title: School Receptionist Administrator	**Grade/Salary Range:** F

JOB PURPOSE

To provide efficient, effective and confidential administrative services to the Headteacher, leadership team and teaching staff. To be an administrative professional responsible for managing the front desk and be the first point of contact for all visitors and telephone callers to the school. To greet visitors, parents, pupils and staff and ensure the security of the school by monitoring access. To play a crucial role in maintaining a welcoming, safe and organised environment for everyone.

DESIGNATION OF POST AND POSITION WITHIN THE SCHOOLS STAFFING STRUCTURE



To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the Schools Health and Safety policy and any school-specific procedures / rules that apply to this role.

To promote the welfare of children and to support the school in safeguarding children though relevant policies and procedures.

To renew this job description with Line Manager annually.

- ❑ Promptly answer phones, school gate calls and emails.
- ❑ Manage incoming phone calls, provide information, forward messages and direct calls to the relevant staff members.
- ❑ Make outgoing calls to parents/carers when a child is unwell and needs to be collected from school ensuring the prompt delivery of all messages between parents, teachers and pupils.
- ❑ Manage and implement the signing in process for visitors and contractors.
- ❑ Check ID and DBS details (ensuring that the correct level of DBS check has been presented for their visit), maintain and update the SCR for all Agency Staff, visiting professionals and contractors
- ❑ Ensure the correct lanyards are issued to all Agency Staff and visitors, providing supervision as necessary.
- ❑ Welcome visitors, provide them with the necessary health and safety information and direct them, or escort them to the appropriate person or location.
- ❑ Respond to enquiries from visitors, parents, pupils and the public, helping and resolving issues whenever possible.
- ❑ Schedule appointments for parents and staff members, ensuring that calendars are organised, and conflicts are minimised.
- ❑ Manage all meeting room bookings.

- Liaise with NHS Paediatricians, Dieticians and Therapists to schedule Medical Clinics and Wheelchair Clinics, inform teachers of any appointments made for their pupils.
- Monitor, review and keep track of student attendance via Arbor, ensuring accurate records are maintained and promptly deal with missing marks. Co-ordinate with teachers and Family Support Workers to follow up on absences and handle attendance-related matters.
- Record details of pupils leaving early during the school day asking parents to sign their child out in Reception,
- Maintain and record pupil Holiday in Term Time requests.
- Assist with various administrative tasks as required.
- Act as a liaison between parents, staff and administration, facilitating communication and ensuring smooth operations within the school.
- Handle sensitive information, such as student records and personal details which must maintain strict confidentiality.
- Cover for absent office staff when possible.
- Manage and organise all incoming post and deliveries.
- Proofread documents as directed.
- Manage day to day issues with School Transport by contacting parents and chasing bus operatives.
- Prepare and submit end of month School Transport forms for signing by the Headteacher,
- Sort /Set up new pupil files
- Any other task asked as directed by Line Manager

SCOPE OF JOB (Budgetary/Resource control, Impact)

No budgetary impact

PERSON SPECIFICATION

Job Title:	School Receptionist Administrator	**School:**	Brookfields School
Reports to (job title):	Office Manager	**Location:**	Tilehurst, West Berkshire

* E = Essential Criterion (required at point of recruitment) D = Desirable Criterion (can be developed over time)

KEY CRITERIA * E/D?		CONTEXT (How the criterion will be used in the job)
Qualifications & Experience		
❑ Excellent communication and interpersonal skills	E	❑ The literacy and numeracy skills are essential to be able to produce accurate written documents and data as required
❑ Good skills in literacy and numeracy – Grades A* - C or 5-9 GCSE in English and Maths	E	❑ Experience in a school-based setting is desirable to be able to pick up the role quickly and efficiently
❑ Good knowledge of ICT and in particular use of Word and Excel	D	❑ Flexibility within the office may be required at any time
❑ Experience of working in a school office environment	D	
❑ Familiarity with school-based ICT systems such as Arbor / SIMS, Inventory and Earwig Academic	D	
❑ Level 1 Safeguarding and Prevent and other mandatory training	E	❑ Provided by Brookfields School
Knowledge		
❑ Awareness of and willing to promote the School's social inclusion policies and practices	E	❑ To be able to ensure that all pupils are included as part of the School
Skills and Abilities		
❑ Excellent organisational skills, having the ability to multi-task and cope with the pressures of being on Reception.	E	❑ A school office can be busy and the need to understand which jobs should take priority is essential
❑ Able to communicate effectively with pupils, parents and staff and all visitors.	E	❑ To be able to feedback to parents and Teachers and to be able to work inclusively with everyone
❑ Ability to use initiative as required.	E	
❑ To be able to promote good practice and be willing to share this with others.	E	
❑ Team player with a positive and enthusiastic approach to work.	E	

❑ Professional approach and friendly demeaner, ❑ Excellent telephone manner.	E E	
Work-related Personal Qualities ❑ An empathy with pupils who have special needs ❑ Professionally discreet and able to respect confidentiality ❑ Flexible approach to tasks ❑ Willing to work as part of a team	 E E E E	❑ Working with other members of staff at all levels is a key requirement of the role to ensure that the school runs smoothly ❑ At times there will be confidential discussions about children or families that you are involved in or have sight of
Other Work-related Requirements ❑ Suitability to work with Children ❑ Enhanced DBS Check ❑ Patient and resilient ❑ Ability to work well under pressure ❑ This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfil all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post.	 E E E E E	❑ To ensure that the post holder is able to demonstrate the appropriate suitability to work with children