



That they may have life; life in all its fullness - John 10:10

HORDLE CE (VA) PRIMARY SCHOOL AND NURSERY

RECEPTIONIST AND ADMINISTRATION ASSISTANT ROLE PROFILE

ROLE TITLE: Administration Assistant
ROLE HOLDER:
LINE MANAGED BY: School Business Manager
DATE:
I. MAIN PURPOSE To provide administrative support to our busy school & nursery, working under the guidance of our School Business Manager. The Receptionist/Administration Assistant is responsible for supporting the administrative and organisational processes within the school. They will carry out a range of administrative duties to ensure the smooth running and effectiveness of the school & nursery as a whole. The Receptionist/Administration Assistant will be an ambassador for the school and nursery, embodying the value, vision and ethos of the school in all interactions. The role of Team Office at Hordle plays a crucial part in supporting effective teaching and learning for our pupils.
2. DUTIES AND RESPONSIBILITIES Administrative duties The Receptionist/Administration Assistant will: • Deal with in person, email and telephone queries, acting as the first point of contact for those arriving at the school • Contribute to the smooth running of the school's reception and hospitality facilities



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- develop and maintain a system of information and contacts (mainly within the local school & nursery network) to enable provision of information and advice to colleagues and parents/pupils/visitors
- update manual and computerised records/information systems
- produce and process routine documentation/correspondence against a broad framework provided by the Headteacher
- accurately monitor the arrival and departure of pupils from the school site and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed whilst maintaining the security of the school entrance
- seek support from other colleagues where necessary to respond to complex enquiries
- respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- assist staff and pupils with the information and support they need
- maintain records whilst ensuring security is maintained
- assist with organising parents' evenings and other events including the organisation of rooms and equipment, and providing refreshments as required
- manage effective communications to all stakeholders
- promote events taking place in school, including effective advertising of training courses and professional development opportunities to our local school's network
- work cooperatively with others towards shared goals
- undertake general administration duties and fulfil processes essential to the success of the school day
- undertake welfare support to pupils including the provision of first aid, where appropriate
- Support the lunch team with lunchtime supervision where required
- keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

All duties will be carried out in accordance with our Health & Safety and Safeguarding policies and procedures

3. PROFESSIONAL DEVELOPMENT

- Help keep their own knowledge and understanding relevant and up to date by reflecting on their own role, liaising with school leaders, and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures
- Undertake any necessary professional development in order to achieve the targets set by the School Excellence plan and in the performance management process

4 SAFEGUARDING

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies, reporting any concerns to the appropriate person
- Promote the safeguarding of all pupils in the school

5 OTHER AREAS OF RESPONSIBILITY



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- Create and maintain a purposeful, orderly and supportive learning environment for all
- Comply with policies and procedures
- Appreciate and support the role of all colleagues and external professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities as required
- Assist with the supervision of pupils outside of lesson times, including at lunchtime as and when required
- To undertake any other task deemed appropriate by the Headteacher or School Business Manager

Notes:

Please note, this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher or School Business Manager.

This job description may be amended at any time in consultation with the postholder.

This school has a whole school mental health and wellbeing strategy and all staff are expected to conduct themselves in a way which supports the mental health and wellbeing of all members of the team.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL QUALITIES	DESIRABLE QUALITIES
Qualifications and training	● GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and maths	● First Aid qualification or willingness to complete training
Experience	● Experience in a fast-paced office environment ● Previous administrative experience ● Literate and numerate with a good eye for detail ● Dealing with face-to-face and telephone enquiries	● Working with children or young people ● Working and collaborating within a team



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Skills and knowledge	● Good oral and written communications skills ● Strong knowledge of Microsoft packages with an aptitude for learning new computer systems ● Ability to plan, organise and prioritise to meet conflicting deadlines ● Excellent time management skills ● Ability to use own initiative and take action accordingly ● Understanding of data protection and confidentiality	● Knowledge of school-based Management Information Systems (training will be provided)
Personal qualities	● Ability to establish and maintain good relationships and rapport with all stakeholders of the school ● Ability to work independently and to tight deadlines under the guidance of the School Business Manager ● Professionally discrete and able to respect confidentiality ● Ability to smile under pressure and maintain professionalism at all times ● Appreciation of the need to adhere to school policies and procedures ● Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils ● Consistency of approach to maintain efficient and effective office systems ● Embraces change well ● Deals with difficult situations effectively and professionally	● Ability to identify areas for improvement