



Reception Administrator

The post of Reception Administrator is the first point of contact for parents, pupils and visitors to the School. It is therefore essential to deliver a service that is at all times professional, warm and welcoming. The post holder must be a team player who is friendly, calm and approachable and has excellent administrative skills.

The nature of the work calls for a high degree of typing accuracy and a good deal of maturity, diplomacy, confidentiality and flexibility as well as attention to detail. The ability to maintain complete discretion is an important part of the role.

The busy reception area is covered between 8:00-18:00 Monday to Friday during term time.

Duties and Responsibilities

Administration

- Receiving and processing in-coming and out-going post
- Coordinating school registrations on ISAMS database
- Maintaining pupil and parent records on ISAMS database
- Provide administrative support for SLT
- Assist with the coordination of mail shots ensuring a timely dispatch
- Provide support with the administration of the Chronicle, Teaching Staff Handbook, School event administration, and, Policies and Procedures etc
- Provide administrative support with the reproduction of Staff, Pupil and Curriculum Handbooks/Booklets
- Source and order stationary products and checking of invoices
- Maintain budgets for post and stationary
- Report faulty equipment and maintenance issues
- At all times, be aware of your professional accountability and work within the scope of professional practice

Organising and Planning

- Provide support to School event requirements, such as signage and leaflets
- Effectively work with other reception staff
- Maintain office stationary stocks, supplies and classroom resources
- Ensure a clean and orderly working environment at all times

Communication

- Provide information to visitors and deal with enquiries by telephone, post, or email
- Ensure visitors are greeted in a friendly and professional manner ensuring signing in processes are followed.
- Establish radio communication with maintenance and other staff, when necessary
- Establish constructive relationships and communication with School staff, pupils, parents, suppliers and other agencies/professionals

Other

- There may be some requirement to attend functions and events
- There may be a requirement to attend relevant Health and Safety and other appropriate training
- Contribute to the overall ethos, work and aims of the School
- Present a positive personal image, contributing to a welcoming School environment which supports equal opportunities for all
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to the appropriate senior member of staff
- Be aware of and act in accordance with relevant School policies
- Maintain ICT and School security at all times and report any breaches to the Director of Finance and Operations
- Undertake any other duties as commensurate with the grading of the post

Personal Specification

Skills and Knowledge	• Excellent verbal and written communication skills • Demonstrated personal integrity and ability to deal with confidential matters • Proven ability to work independently and own initiative • Knowledge of school policy and procedure including safeguarding • Excellent planning, prioritising organising and time management skills • Able to work to deadlines, responding to conflicting demands and priorities • Experience giving information and advice using telephone and personal interview techniques • Good proofreading and letter writing skills • Well organised and experienced in all aspects of administration and capable of working on own initiative • A commitment to high quality customer service
Qualifications/ Experience	• Experience working in a customer service environment/reception role

	• Experience of working under pressure in a busy and demanding environment • Experience of administrative systems and procedures relating to office administration • Experience giving information and advice using telephone and personal interview techniques • Educated to GCSE or equivalent qualification in English and Mathematics • A good understanding of and commitment to customer care • Awareness and understanding of Child Protection Issues • Experience using MS Office including Word, Excel and PowerPoint • An understanding of good data management practice e.g. Data Protection
Other Requirements	• Satisfactorily meeting the School's employment checks – Disclosure and Barring Service (DBS) check, references, qualifications and legal entitlement to work in the UK

The Job Description provides a guide to and general description of the duties and responsibilities of the role and may be amended. It is not exhaustive and the post holder should be willing to undertake any other related tasks, as may be reasonably required.

The post-holder should be aligned with the School's values:

COMPASSION

Empathy Tolerance Kindness

We treat others with compassion; demonstrating empathy, tolerance and kindness in all that we do

COURAGE

Determination Resilience Grit

We act with courage; demonstrating determination, resilience and grit in the face of both opportunity and challenge and always striving to learn through life's journey

HUMILITY

Modesty Gratitude Selflessness

We behave with humility; we are modest in our success, grateful for our blessings and selfless in the way that we share them

RESPECT

Courtesy Service Consideration

We value and respect every person equally; always seeking to serve those around us and treating all with courtesy and consideration

COMMITMENT

Dedication Loyalty Endurance

We demonstrate commitment to our School and to those around us, making the most of opportunities available; we are dedicated, loyal and always endure through to the end

INTEGRITY

Honesty Decency Morality

We value integrity above all; we are honest with ourselves and others, conducting our lives with decency whilst striving for the highest moral standards

Mount Kelly is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post-holder will be engaged in regulated activity with children and has a duty to protect the welfare of children. Child protection training is a statutory requirement in order to provide proper care to vulnerable pupils and be able to implement safe working practices.