**Role Profile: Receptionist/Administrator**

**Purpose**

Responsibility for reception and for the general smooth running and administration of the school. To ensure a pleasant and tidy first point of contact for visitors, and deal with queries from parents, students, and staff. Also, to provide consistent, accurate, efficient, and effective support to the Operations Manager and to take an active role in ensuring the SCR is managed effectively.

**Key Accountabilities**

* To provide customer support and administration services for the School. The Receptionist/Administrator will manage the reception area, ensuring all visitors, contractors etc. are greeted professionally and that the necessary security and safety procedures are followed.
* Ensure that telephones are answered promptly, and all general queries are dealt with professionally and promptly, responding professionally to prospective parent requests for information in the absence of the Admissions Manager.
* Manage pupil attendance records. Report pupil absences to the relevant classes. Check that class registers are completed promptly and include the appropriate absence codes wherever known. Provide attendance reports as requested.
* Managing the general administration of the school which includes post, printing and distribution of school communications including pupil reports and school comms.
* Collecting and recording of pupil data, dietary and medical information and relevant authorisations. Ensure timely input of pupil data into the MIS and generating reports as required.
* Providing administrative support in the management of out of hours and the holiday club provision including charges/invoicing and producing registers, as necessary. Organising of after school club attendees each term.
* Provide administrative support for Educational Visits including bookings and preparation of relevant paperwork for pupils and teachers.
* Provide administrative support for members of Senior Leadership Team: Head, Operations Manager, Deputy Head, Finance Manager, the DSL and Head of Early Years.
* To liaise with the site team to ensure reception and communal staff areas are kept tidy and well-stocked.
* Act as the school’s first aid coordinator
* To operate as a flexible member of the Admin Team, assisting with other duties as required by the Operations Manager and/or Headteacher

**Safeguarding Responsibilities**

* To comply with safeguarding policies, procedures and code of conduct
* To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
* To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
* To engage in safeguarding training when required

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Skills** | * Excellent people skills – confident & friendly with a good awareness of customer care
* Excellent telephone manner
* High attention to detail with the ability to work methodically with accuracy at all times.
* Confident with IT and basic office software packages – will need to be able to use Word/Database systems at a competent level.
* Reliable and flexible with ways of working
* Able to show initiative and provide attention to time critical duties
* Ability to plan, organise and prioritise work schedules and be self- motivated to achieve deadlines
 | * The ability to work efficiently under pressure and as part of a team
 |
| **Qualifications** | * Educated to GCSE level with Maths and English at Grades A\*-C or equivalent
 | * Qualification in computer literacy skills i.e. Word, Excel, Outlook
* First Aid qualification
* Customer Service Training
 |
| **Experience** | * Experience of working in a reception or office administration role
* Experience of delivering excellent customer service
* Experienced in MS Office, particularly Outlook, Word and Excel
 |  |

**Key Stakeholders:**

**Internal – All school staff, pupils**

**Cognita – Colleagues across Cognita schools and teaching and learning networks**

**External – Key external relationships, suppliers and parents**

**Signed: ………………………………………….**

**Name (print): …………………………………..**

**Date: ……………………………………………..**