

# Job Profile

## Receptionist & Administrative Assistant Grade C

School: Kelvin Grove Primary School

Responsible to: School Business Manager

### Job Purpose

Provide outstanding levels of customer service as the first point of contact for parents/visitors to the school, ensuring all are greeted in a friendly and welcoming manner. The post-holder will be working front-of-house in the busy school reception desk based in the main administrative office. Under the direction/instruction of senior staff: provide routine general clerical, administrative, financial support to the school, maintaining confidentiality at all times.

### The key roles of this post will generally include:

#### 1. Organisation

- Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors, including providing basic hospitality for meetings and events
- Assist with pupils, looking after sick pupils, liaising with parents/staff, as directed etc.
- Assisting with arrangements for visits by school nurse, photographer, organise school trips, events etc.

#### 2. Administration

- Provide routine clerical support e.g. photocopying, filing, emailing, minute-taking, complete routine forms
- Maintain manual and computerised records/management information systems
- Undertake IT based tasks
- Sort and distribute mail
- Undertake routine administration e.g. registers/school meals/dinner money
- Produce lists/information/data as required e.g. pupil data
- Maintain and collate pupil reports
- Undertake routine administration of school lettings and other uses of school premises
- Undertake ICT tasks within SIMS, Provider Portal as directed e.g. Attendance, Assessment, etc

#### 3. Resources

- Operate office equipment e.g. photocopier, computer
- Arrange orderly and secure storage of supplies. Track stock levels ie. paper, photocopying toner and ensure that this is replenished and the school does not run out of resources.
- Undertake routine financial administration
- Operate and record dinner money and all other school sales e. g. uniform, concert tickets, etc (all operations to be carried out in line with current LEA Financial Regulations)
- Provide general advice and guidance to staff, pupils and others

#### 4. Responsibilities

- Be committed to the safeguarding and promotion of the welfare of children and young people.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Such other responsibilities allocated which are appropriate to the grade of the post

#### Knowledge and Qualifications

##### Essential

###### Qualifications:

- Good numeracy / literacy skills
- NVQ 2 in Business Admin or equivalent qualification in relevant discipline

###### Experience of:

- Delivering an outstanding level of customer service in a customer-facing role
- General clerical / administrative work in a school reception/ school administrative office
- Good keyboarding skills
- Use of ICT including data input, updating school website
- Ability to use relevant office equipment

###### Knowledge of:

- Effective use of ICT packages such as SIMS or equivalent

##### Desirable

###### Qualifications:

- RSA Level 2 or equivalent

###### Experience:

- Agresso/SIMS Agora/Synergy Provider Portal or equivalent computerised systems
- General clerical / administrative work in a primary school reception/ administrative office
- Purchase order and invoice processing