



JOB DESCRIPTION

POST:	RECEPTION & OFFICE ASSISTANT
REPORTS TO:	PA TO HEADTEACHER
POST DETAILS:	Permanent, term time only 40 hours per week. Mon – Fri 8.00 am – 5.00 pm (1 hour lunch)

Talbot Heath School is committed to creating a diverse workforce. We'll consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Purpose:

The administrative assistant is responsible for supporting the administrative and organisational processes within the school. They will also act as the initial point of contact for parents/carers, visitors and other stakeholders, so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

Main duties and responsibilities

Reception

- Act as the first point of contact for parents/carers, visitors and stakeholders, presenting a professional and welcoming image of the school at all times
- Respond to telephone and face-to-face enquiries efficiently, accurately and in a professional and supportive manner
- Escalate complex enquiries to appropriate colleagues where necessary
- Ensure messages are accurately recorded and promptly communicated to relevant staff
- Provide information and assistance to staff and pupils as required
- Receive, record, store securely and return lost property items to pupils and staff

Safeguarding

- Manage access to the school in line with safeguarding procedures, including visitor sign-in, identity verification, issuing of passes and communication of safeguarding requirements
- Maintain vigilance regarding unknown individuals on site and report concerns in accordance with safeguarding procedures
- Prepare and maintain accurate attendance records for school events attended by parents and visitors
- Undertake DBS checks in line with school procedures, ensuring accurate records are maintained and compliance is upheld
- Support the operation of the Yondr system, including maintaining associated records and opening/closing Yondr stations at designated times

Attendance administration

- Maintain accurate pupil attendance records and produce reports as required
- Monitor pupil lateness and update records accordingly
- Contact parents/carers regarding pupil absence or lateness, ensuring safeguarding procedures are followed at all times
- Maintain accurate sign-in records for late arriving pupils

Written communication

- Draft and send professional written communications that reflect the school's ethos, vision and values
- Update and distribute communications to parents, staff and stakeholders across a range of platforms
- Support school marketing and promotional activity through appropriate communication
- Produce references for former pupils in accordance with school policy, including those up to Sixth Form

General administration

- Maintain manual and electronic record systems accurately and securely
- Manage the school email inbox, ensuring timely responses and appropriate onward distribution
- Receive, sort and distribute incoming and outgoing post
- Provide administrative support to staff as required
- Undertake general administrative tasks including filing, printing and photocopying
- Support the organisation of meetings and events, including room bookings, equipment setup and refreshments
- Maintain records in accordance with the school's data protection and retention policies, ensuring confidentiality and information security at all times
- Maintain the internal staff telephone directory, ensuring accuracy and regular updates
- Receive and securely store examination papers, transferring them to the Exams Officer in accordance with secure handling procedures
- Maintain administrative tracking systems, including Yondr-related spreadsheets and other pupil systems as required
- Maintain fire safety records, including fire registers, in accordance with school procedures

Policies, Procedures and Compliance

- Adhere to all relevant school policies and procedures
- Undertake training and professional development appropriate to the role
- Comply with health and safety requirements at all times
- Contribute to safeguarding and the promotion of the welfare of children and young people

Person Specification

Qualifications and training

- First aid training (or willingness to complete it)
- GCSE English and maths (or equivalent)

Experience

- Carrying out administrative tasks
- Dealing with face-to-face and telephone interactions
- Working with children or young people
- Working and collaborating within a team

Skills and knowledge

- Good oral and written communications skills
- Ability to respond quickly and effectively to issues that arise
- Ability to plan, organise and prioritise to meet deadlines
- Ability to use own initiative and take action accordingly
- Excellent attention to detail
- Ability to use IT packages including word processing, spreadsheets and presentation software
- Ability to use relevant office equipment effectively
- Ability to build effective working relationships with colleagues
- Understanding of data protection and confidentiality
- Understanding of safeguarding

Personal qualities

- Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils
- Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school
- Ability to work under pressure and prioritise effectively
- Commitment to maintaining confidentiality at all times
- Commitment to safeguarding and equality
- Embraces change well
- Deals with difficult situations effectively

Additional Information

The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Head or nominated representative (in consultation with the post holder) to reflect the changing needs of the Talbot Heath School.

Talbot Heath School is unable to employ anyone who does not have the legal right to live and work in the UK. This evidence must be produced at the interview stage of the process.

Talbot Heath School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and has an Equal Opportunity Policy. The successful applicant will require an Enhanced DBS check.

The position will involve regular contact with children and therefore is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exemptions Order 1975, 2013 and 2020. It is an offence to apply for this role if barred from engaging in regulated activity relevant to children.

Talbot Heath School is a registered charity (number 283708) existing to provide high quality education for children.