



The Holy Trinity Church of England Secondary School

Receptionist & Administration Officer Job Description

Salary:	West Sussex Grade 4 + Crawley Fringe Allowance
Hours:	Term time only (+5 inset days) – 37 hours per week + 2 days prior to the start of the Autumn term
Position Level	SCHG51a (Administration3a) Receptionist/Admin Officer

This post requires the flexibility to start at 8am

All duties will be expected to be carried out according to agreed School Policies and Procedures. Due regard will be given to appropriate Confidentiality concerning school matters at all times.

Reporting to:	<ul style="list-style-type: none">• PA to Headteacher
Responsible for:	<ul style="list-style-type: none">• Management and development of the school reception function to a high professional standard
General:	<ul style="list-style-type: none">• To share in the corporate responsibility for the well-being and discipline of the students attending the school.
Duties:	<p>Main Tasks – Reception</p> <p>Servicing reception area, undertaking the following duties:-</p> <ul style="list-style-type: none">• Answering all incoming telephone calls through switchboard and transferring calls where appropriate. Taking phone messages as appropriate. Being pro-active in problem resolution.• Ensure that the reception area is staffed at all times during opening hours.• Making outgoing telephone calls.

	<ul style="list-style-type: none"> • Retrieving messages from answerphone and action accordingly. • Welcoming visitors, making appropriate checks, issuing visitor passes and dealing with their enquiries, having regard to security requirements and the ensuring compliance with school's Safeguarding protocols at all times. • Upkeep of school policy with regards to student access to reception area. • Receiving and distributing post and other deliveries arranging for their internal distribution. • Franking letters and preparing items for posting, ensuring sufficient postage credit is available at all times. • Keeping the reception area tidy and free from extraneous items; keeping confidential information locked away, replenishing brochure stands. • Responsible for provision of refreshments for front of school hospitality booked through school procedures. • Ordering stationery supplies, maintaining stock and tidiness of stationery store and dealing with requests from staff. • Manage pupil receptionists. • Internal communications (e.g. giving messages, central point for premises staff and on call staff). • Provide relevant training and support to other team members about the role as required. • Main Tasks – Administration • Administrative support as required and as directed by Headteacher's PA for SLT members. • Other admin tasks as required by Headteacher's PA.
Generic Duties	<ul style="list-style-type: none"> • To deputise in the absence of other staff.
CPD	To follow a mutually agreed programme of continuing

	professional development.
Additional Information	<p>For inset training you will be aligned with the admin team.</p> <p>Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description in a reflection of the changing needs and circumstances as the school develops and grows.</p>

PERSON SPECIFICATION			
	Essential	Desirable	Tested
Willing to achieved enhanced clearance DBS Check	✓		Interview and application
Right to live and work in the UK			Paperwork
Good working knowledge of Word and Excel and other office programs.	✓		Practical test
Knowledge of SIMS (training will be provided)		✓	Interview
Good, accurate typing skills	✓		Practical test
Confident and courteous telephone manner	✓		Interview and trial
Efficiency, organisation and attention to detail	✓		Interview, practical test
Previous experience in a similar role		✓	Interview/ application
Diplomatic, discerning and able to deal with confidential information	✓		Interview/ application
Good relationship with children and adults	✓		Interview
Personable but able to say NO and stand ground when required	✓		Interview
Ability to keep calm and focussed in pressurised situations	✓		Interview/ practical test
Enthusiastic	✓		Interview
Able to follow instructions and to pick up things quickly and to take initiative within boundaries	✓		Interview/ practical test
Problem-solver with a “can do” approach	✓		Interview
Strong ‘customer’ service ethic	✓		Interview
Resilient and able to deal appropriately with difficult people and situation and avoid unnecessary escalation.	✓		Interview
Team player	✓		Interview
Flexible	✓		Interview
Representative of the school’s ethos and core values	✓		Interview
Educated to at least Level 2 (GCSE A*-C or equivalent) in English	✓		Certificates
Educated to at least Level 2 (GCSE A*-C or equivalent) in Mathematics		✓	Certificates

