**JOB DESCRIPTION**

Dovecote 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.

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| **Job Title** | School Receptionist and Administrator |
| **Hours** | 40 hours p/w |
| **Working Weeks** | TTO |
| **Salary** |  |
| **Responsible to** | Office Manager |
| **Responsible for** | Administration team, receptionist and housekeeping team. |
| **Purpose of Job** | To provide high-quality, confidential administrative support and reception services. As the first point of contact for the school, the postholder will ensure a professional, welcoming, and efficient front-of-house experience. The role also includes key responsibilities for leading first aid provision across the school and serving as the Attendance Officer. |

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| **DOVECOTE SCHOOL VISION**   1. We strive to equip all students with the skills needed to meet their full potential through an innovative and specialised curriculum. Small scale learning communities where young people are known as individuals. 2. The learning process is active 3. The learning community is underpinned by environmentally sustainable values and practices 4. Student voice is empowered through a strong emphasis on developing individual communication strategies. 5. Families and the local community are vital partners in the life of the school, and they share in the decision-making. We work together as a team to provide a happy, safe, and stimulating environment, whilst promoting well-being for all and building confidence for the future | |
| **WE VALUE** | **WE AIM TO** |
| **LEARNING** | Create nurturing, challenging and empowering learning opportunities for children, staff and parents/carers. |
| **INCLUSION** | Offer a broad, balanced curriculum that is relevant and accessible for all children |
| **ACHIEVEMENT** | Celebrate the achievements and successes of each individual |
| **COMMUNICATION** | Ensure everyone has a voice and their contribution is valued |
| **RESPONSIBILITY** | Secure the accountability of all through distributive leadership, rigorous monitoring and evaluation |
| **REFLECTION** | Improve future performance through the continuous evaluation of our practice |
| **CREATIVITY** | Think outside the box and try new ideas to continuously raise standards |
| **COMMUNITY** | Foster positive working relationships with parents/carers, multi-agency professionals and the local community |
| **ENVIRONMENT** | Protecting our future and our planet |
| **DIVERSITY** | Promote tolerance and respect for individual differences, abilities, needs and beliefs |
| **WELL-BEING** | Create a safe, caring environment in which everyone is healthy, happy and ready to learn |
| **TRANSITION** | Equip children and families with the knowledge, skills, independence and resilience to face future challenges |

**AIMS AND OBJECTIVES**

The receptionist is the first point of call for visitors to the school, parents, staff and children. As the ‘face’ of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organized, able to multi-task, work flexibly and have a ‘can do’ approach to work, as no two days are the same. The receptionist is also required to assist the Office Manager with various administrative tasks.

**MAIN DUTIES & RESPONSIBILITIES**

**Reception**

* To be the first point of contact for visitors to the school, extending a warm welcome to callers; including parents, visitors, contractors and delivery staff.
* To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
* To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors.
* Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
* To ensure that the reception area remains tidy, and that literature and forms are updated and replenished as necessary.
* Order, monitor and manage stock, ensuring best value following the school’s purchasing processes
* Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it’s ready to use at all times, resolving any issues as necessary
* Assist with organising parents’ evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
* Keep records in accordance with the school’s record retention schedule and data protection law, ensuring information security and confidentiality at all times
* To receive and sign for all packages and deliveries
* To record and post all outgoing mail.
* General administration duties.
* Collate registers and check absences.
* To provide first day calling to parents of absent students.
* Maintaining and updating school information, records and databases.
* Assist with the delivery of stationery, materials and resources to classes and ensure that stock levels are maintained.
* Maintain high standards when managing confidential information, always complying with the school’s data protection procedures and legal requirements
* Assist with arrangements for visits by school nurse, photographer, etc.
* Produce lists/information/data as required e.g., students’ data.
* Undertake routine administrative procedures.
* Any other duties as required by the Head teacher or other member of the Senior Leadership Team.

**Attendance administration**

* Monitor and record daily student attendance using the school MIS
* Follow up on unexplained absences with parents/carers
* Produce attendance reports for SLG and external bodies as required
* Identify patterns of concern and escalate as appropriate, in line with safeguarding procedures
* Maintain accurate late logs and promote positive attendance culture

**First Aid Lead**

* Oversee the school’s first aid provision and ensure compliance with legislation
* Maintain records of all first aid incidents and medication administration
* Conduct termly audits of first aid equipment and supplies across the site
* Coordinate first aid training for staff, ensuring certification is up to date
* Be the primary contact for all medical emergencies and provide first responder care as needed

**Security**

* Control access to the school in line with the school’s safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
* Be alert to unknown individuals on the school premises and report any concerns in line with the school’s procedures

**Written communication**

* Write and send email responses that are professional and uphold the school’s vision and values
* Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc.) to parents, staff and other stakeholders
* Assist with marketing and promoting the school

**Practice**

* Ensure that all students, adults and visitors are treated with dignity and respect, in an environment which reflects the importance of and their right to be treated as valuable worthwhile individuals.
* Ensure every step necessary to ensure that students are protected from neglect, abuse and exploitation.
* Maintain strict confidentiality.
* Report any safeguarding concerns to the Designated Safeguarding Lead/Head Teacher.

**Continuous Professional Development**

* Assume responsibility for own professional and personal development.
* Maintain a high level of competence to deliver the organisation’s requirements.
* Ensure a robust and thorough working knowledge of fire regulations, H&S, children’s safeguarding and all relevant regulatory and legal requirements impacting on the organisation and services.
* Attend and participate in supervision
* Undertake relevant mandatory training.

**Safeguarding**

* Ensure that the Safeguarding Policy is always followed.
* Ensure that any safeguarding concerns are reported and followed up without any undue delay
* When required, complete fact-finding investigations for safeguarding allegations

**Additional Responsibilities**

The above job description forms part of your main terms and conditions of employment, although does not include or define all tasks. The Company reserves the right to vary duties and responsibilities at any time.

**Equal Opportunities**  
Dovecote School supports Equal Opportunities in employment and opposes all forms of unlawful discrimination on all grounds. You are expected to comply at all times to the Companies EO Policy and Guide to Equality document

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Personal Attributes** | * Be responsive and reflective * Carrying out administrative tasks * Dealing with face-to-face and telephone interactions * Working with children or young people * Working and collaborating within a team * Be accountable, honest and reliable * Provide individuals with confidence, inspiration, direction and guidance * Understanding and empathy with the work of the school * Self-motivate with a positive attitude |  |
| **Job Skills** | * Ability to identify and prioritise urgent issues * Possess a good ability to communicate effectively using records, reports, emails, and verbal communication with individuals and groups. * The ability to work with initiative and to tight deadlines * Understanding of the importance of confidentiality and appreciation of the implications of the Data Protection Act and GDPR * Show resilience under pressure * Ability to prioritise * Ability to use IT: Microsoft Word and Outlook, * Strong communication and interpersonal skills * High standards of accuracy and attention to detail * Ability to work collaboratively and co-operatively with all professional colleagues, parents and students |  |
| **Knowledge** | * Knowledge and understanding of the principles of teamwork * Non-discriminatory practice |  |
| **Experience** | * Working individually and within a team * Have experience in working with children/and or young people in an education environment. * Carrying out administrative tasks * Dealing with face-to-face and telephone interactions * Previous experience of working in an education setting. * Experience of Taking Minutes Essential * Experience of Proof Reading | * Experience of liaising with different groups/agencies   in the wider community   * Working with children and young people who have experienced trauma. |
| **Qualifications** | * Full Manual UK Driving License * Minimum of Math’s and English at grade C or equivalent |  |
| **Training** | * Commitment to personal and professional development. * Ability to engage with learning opportunities including effective use of supervision, training, e-learning and feedback |  |
| **Working Conditions** | * A satisfactory Enhanced DBS will be required for all employees |  |

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**Notes:**

This job description may be amended at any time in consultation with the postholder.

**Last review date:**

**Next review date:**

**Headteacher/line manager’s signature:**

**Date:**

**Postholder’s signature:**

**Date:**