London Borough of Camden

JOB PROFILE

Business Administrator with Responsibility for Reception

| | |
|---|---|
| **POSITION TITLE:** Receptionist | **DIRECTORATE:CSF** |
| | **DIVISION:EDUCATION** |
| **PAY LEVEL:** | **SECTION:SWISS COTTAGE SCHOOL** |
| **REPORTS TO:** Office Manager | |

## JOB PURPOSE

The post holder will provide a professional level of support to the functions of Reception.

## MAIN DUTIES AND RESPONSIBILITIES

- To provide a warm welcome for parents, visitors and colleagues and deal with their requests in an efficient and professional manner
- Ensuring all phone calls are answered swiftly and courteously, with callers being directed to the appropriate member of staff, or accurate messages being taken and delivered
- To answer the intercom CCTV system whilst having a high regard for security
- Providing robust access control to the school, ensuring all visitors pass through reception are processed through the school's safeguarding procedure.
- Ensuring that supply teacher identification is seen and photocopied on their entry to the school, and then passed to the HR team
- Administrating school lunches, passing figures to the kitchen and ensuring that all students receive the correct lunch
- Ensuring accurate class registers are maintained (see attendance policy)
- Ensuring parents and carers are contacted daily in order to ascertain reasons for student absence (independent travellers by 10am)
- Checking the afternoon registers to ensure reasons for afternoon absence as ascertained and that children who arrived after 9.30 are marked in
- Referring unexplained absences and late arrival lists to Administrator for Pupil Processes daily
- Liaising with parents and carers over transport with regards to out of hours activities and monitoring parents who are late picking up
- Contacting parents when required on a range of issues. Logging responses and any concerns with relevant body

- Log facilities jobs with the helpdesk where appropriate. Create daily report before end play on completed and outstanding logs so team can follow up each morning.
- Developing and maintaining administrative systems which are accurate and accessible, meeting the needs of all users
- Maintaining up to date pupil records on SIMS, being able to provide accurate student details when asked, with proper regard to the Data Protection and Freedom of Information Act
- Distributing all post and emails swiftly amongst the staff
- Providing typing, photocopying and other administrative services when available
- Ensuring all office equipment is fit for purpose and reporting any equipment failure to the relevant body
- Ensuring the reception area is clean, clear, safe and welcoming including overseeing the swift distribution of deliveries
- To undertake other duties as appropriate to the post that may be reasonably required.

## WORK ENVIRONMENT

The post holder will be based at Swiss Cottage School.

Due to the nature of the school there are certain slightly enhanced risks associated with the post including:
- Infection
- Pupil behaviour & incidents including aggression

## WORKING HOURS AND WEEKS:

**25 hours per week:**

**12:30pm - 6:00pm**

**52 weeks per year**

**WORK CONTEXT**

**Communications and working relationships**

- Frequent liaison with staff across the school
- Ability to cultivate positive relationships and to represent the school to a wide variety of stakeholders, both internal and external, on the phone and in person.
- Ability to function successfully as part of the school community
- Ability to observe the highest standards of confidentiality

**Resource management**

- The post holder will be responsible for all equipment personally issued to them
- The post holder will be responsible for the ordering and audit of consumables for reception based staff

**QUALIFICATIONS**

Essential:

- Educated to standard A Level or skills and experience commensurate with this level of education, and a commitment to undertaking any qualifications deemed relevant to the role, and holding Maths and English GCSE 'C' or above.

Desirable:

- Degree

**KNOWLEDGE**

Know about:

- The roles and responsibilities of colleagues with whom you work and how these relate to your own role and responsibilities
- The lines and methods of communication that apply within the school setting
- The importance of respecting the skills and expertise of other practitioners
- The differences between work relationships and personal relationships and how work relationships can be maintained effectively
- The School's Staff Relationship Guidelines
- Principles of Emotional Intelligence
- Techniques of reflective analysis and using reflection as a tool for aligning what we say we do and what we actually do

- The importance of integrating new information and/or learning in order to meet current best practice, quality schemes or regulatory requirements
- Key policies and how to access them
- Know who to share information with and when; understand the difference between information sharing on individual, organisational and professional levels
- Know what to record, how long to keep it, how to dispose of records correctly, and when to feed back or follow up.
- Understand what is meant by safeguarding, being aware of national guidance and local procedures
- Understand that signs of abuse can be subtle and be expressed in play, artwork and in the way children and young people approach relationships with other children or adults
- Appreciate the effect of witnessing upsetting situations and know how to get support
- Have an understanding of issues related to aggression, anger and violence, and know the appropriate responses to conflict
- Understand the way that partner services operate - their procedures, roles and relationships - in order to be able to work alongside them effectively.

Desirable:
- SIMS Software

## SKILLS

- Able to take initiative
- Flexibility of attitude
- Punctuality and reliability
- Commitment to the highest standards of professionalism and to maintaining the school's outstanding status

## EXPERIENCE

Essential:

- Substantial administrative and reception experience

Desirable:

- Experience within a special needs context

**APPENDIX ONE**

**STRUCTURE**

Head of Finance

Office Manager

2 x Part Time Receptionists