

Job Description



Receptionist / Clerical Assistant

Learning at the centre of life

Post Title:	Receptionist / Clerical Assistant
Post Holder:	
Purpose:	<p>To work within the General Office Team to assist in the provision of a comprehensive and efficient administrative service to all internal and external customers and in particular to:</p> <ul style="list-style-type: none"> • To provide efficient administrative support to a range of colleagues within the Academy using word processing, spreadsheet, database and presentation programmes as appropriate, and maintain a log of work undertaken • To provide an effective telephone reception service to colleagues, parents/carers, students and other parties contacting the Academy • To provide an appropriate welcome for visitors to the Academy
Reporting to:	
Responsible for:	
Liaising with:	All staff
Contract type:	Permanent Substantive – Term Time only
Main duties:	
Reception	<ul style="list-style-type: none"> • To operate the switchboard appropriately • To provide callers with the information requested, where possible • To receive and document all incoming absence calls from parents/carers and pass information to the relevant people • To re-direct callers or take messages as appropriate • To sign students in/out at times other than normal Academy start and finish times • To maintain the Academy diary in liaison with a range of colleagues • To provide 'front of house' cover when required (lunchtimes, sick leave etc) • To greet, assist and/or direct students, visitors and the general public • To maintain a neat, tidy and welcoming reception area at all times • To sign visitors in and issue passes, and maintain visitor records • To continuously check emails received by the Academy • To ensure the provision of appropriate information material, updating the Parent Notice Board and producing Parent Information Packs
General administration	<ul style="list-style-type: none"> • To establish and maintain appropriate administrative systems to assist and support own workload and that of colleagues • To provide appropriate cover for colleagues within the General Office when required • To undertake other such responsibilities as may be required to ensure the continuous smooth operation of the General Office and the Academy • To undertake ancillary General Office work, including photocopying, collating, filing, laminating, sending and distributing emails, faxes, post etc • To organise storage of hospitality supplies, stock control, distribution and re-ordering as necessary

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<p>General administration (cont/d)</p>	<ul style="list-style-type: none"> • Lost property – log and return items • Open, record and distribute incoming mail • Update files and maintain a variety of records such as addresses, telephone numbers etc
<p>Secretarial</p>	<ul style="list-style-type: none"> • To undertake word processing work for Learning Tutors and Senior Leadership Team including letters, reports, course handouts, booklets and publicity material • To produce the Academy's bulletins and newsletters • To provide creative input and layout/content advice where appropriate • To undertake the accurate filing of sensitive documents • To provide administrative support using database, spreadsheet Powerpoint (or other presentation programme) as appropriate
<p>Work related circumstances</p>	<ul style="list-style-type: none"> • To attend full staff meetings as required • To provide cover during some holiday periods as required (for which additional payment will be made) • To perform all duties having full regard to the Academy's Equal Opportunities Policy
<p>Other specific duties:</p>	
<ul style="list-style-type: none"> • To continue personal development as agreed in Performance Management meetings and identified in PDP • To engage actively in the performance review process • To address the targets set by the line manager each Autumn term • To play a full part in the life of the Academy community, to support its distinctive aim and ethos and to encourage staff and students to follow this example • To support the Academy in meeting its legal requirements for worship • To promote actively the Academy's corporate policies • To show a record of excellent attendance and punctuality • To adhere to the Academy's Business Dress Code • To be a mentor to students on a 1:1 or small group basis • To undertake additional responsibilities and duties as required by the Principal • To be involved in 'out-of-school' hours' activities as required • To promote and implement the Academy's Equal Opportunities Policies in all aspects of employment and service delivery • To assist in maintaining a tidy, healthy, safe and secure environment and to comply with the Academy's Health & Safety Policy, undertaking risk assessments as appropriate • To promote parental and community involvement in the life of the Academy, including attending Parental Consultation evenings and other curriculum/pastoral events as required • To attend regular meetings before and after Academy hours, including morning briefings 	