

Job Description: School Receptionist and Administration Assistant

Reports to: Office Manager

Hours: 37.5 Hours per week - Term Time Only
(Mon-Fri 8:30am – 4:00pm)

Purpose of Post:

To welcome visitors into the school and provide administrative and clerical functions for the school and its staff, ensuring that the services are provided in an efficient, effective and timely manner and in compliance with the requirements of the OFG group and the school senior leadership team.

Ryecroft School is an independent SEN school for young people with ASC and other complex needs. All staff contribute to the provision of a supportive, caring, learning environment.

Main Duties:

A range of support functions including, but not limited to:

- Act as the 'first point of contact' for visitors including receiving deliveries and ensuring all safeguarding processes are met.
- Reception and hospitality towards visitors to the school, offering refreshments and generally promoting a welcoming image.
- Ensuring all visitors are signed in and out of the school.
- Being responsible for keeping records of staff on site for a fire drill.
- Escorting visitors around the premises when necessary.
- Handling telephone enquiries from professional agencies, parents and others.
- Take and relay messages.
- Photocopying, laminating, filing, binding, collating etc.
- Control inventory relevant to reception area.
- Tidy and maintain the reception and meeting room areas.
- Assisting the office manager with administrative tasks.
- Preparation of letters and assorted internal documents.
- Overseeing the school email inbox.
- Ensuring the school digital diary/calendar is up to date.
- Data inputting on school systems.
- Ensuring the school registers are completed daily.

- Assisting the Safeguarding team with making telephone calls to Parents/Carers to enquire about pupil absences.
- Distribution of stationery to staff when requested.
- Stationery stock oversight.
- Handling all incoming and outgoing post and deliveries.
- Overseeing the vehicle use logs.
- Undertake additional responsibilities subject to the needs of the school.
- Support in school as needed

Person Specification

Essential Skills and Competencies:

- Friendly, open and welcoming demeanour, good interpersonal skills and customer service skills.
- Must be able to manage difficult conversations and demanding service users.
- Must be experienced and accomplished in the use of office software including Word, Excel, Power Point and Outlook.
- Have a minimum of three years in an office environment.
- Excellent customer care skills.
- Able to deal with enquiries, correspondence and reports dealing with complex educational and professional issues.
- Good standard of presentation and inter-personal skills – able to act as a reliable and effective first point of contact.
- Sound organisational and planning skills and a flexible approach.

Desirable Skills and Competencies

- Experience of working within an educational setting.
- Driving licence.

Personal Characteristics

- Must be honest, reliable and trustworthy.
- Must buy into the schools' values and have an inclusive mind-set.
- Personable and flexible.
- Able to satisfy a fully Enhanced DBS check working with children.
- Empathy with young people particularly those with additional special needs.
- Able to manage and respect confidential matters.
- Seeks opportunities for personal development.
- Committed to achieving equality of opportunity.
- Able to work under pressure and meet deadlines.

Other duties and responsibilities:

The job description can never be fully exhaustive of unforeseen changes or circumstances. It is expected that staff will, within reason, respond to unforeseen circumstances and emergencies as they arise, commensurate with their qualifications, experience and the situation.

Confidentiality:

It is expected that all Ryecroft School employees understand the nature of our work is confidential and details about our pupils and their families, associated services, pupil records and activities/incidents at the school should not be divulged to members of the public. If there is a breach of confidentiality, this may result in disciplinary action being taken.