



Our Motto is "The Pursuit of Excellence"

Receptionist/Administrator

Job Description

Wootton Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Job Purpose:	To support the Trust by providing an efficient and responsive Reception, information and support Service for students, parents, staff and other visitors
Job Title:	Receptionist/Administrator
Department:	Reception/ Office Administrative Team
Location:	Wootton Upper School / Kimberley College
Hours:	20 hours per week, term-time only (including 5 training days) working from 12:00 to 16:00 Monday to Friday.

Directly Responsible to: Human Resources Lead

Principal Accountabilities/ Responsibilities:	<p>To enhance the school/college image by dealing with all visitors/callers promptly, politely, efficiently and consistently.</p> <p>To provide a straightforward, accessible, consistent line of communication for visitors, through face to face contact and dedicated telephone/switchboard and email provision.</p> <p>To receive and welcome visitors and advise appropriate staff on arrival as well as keeping a comprehensive record of all visitors to the school/college.</p> <p>To follow the safeguarding procedures when issuing the appropriate lanyards.</p> <p>To record and sign visitors in and out of the school/college using the school visitor management system Visit-Ed and ensure visitors are issued with visitor passes and other information e.g. Safeguarding Information Booklet.</p> <p>To contribute to the smooth running of the school/college reception and office.</p> <p>To take responsibility for the reception and foyer area, ensuring that it is kept tidy, informative, welcoming and staffed at all times.</p> <p>Support members of the office team as needed and as directed including supporting attendance team regarding pupil attendance and absences.</p> <p>To sort and distribute the incoming post and to sort and frank outgoing post.</p>
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	<p>To assist with general office tasks including to type and prepare documentation, filing and photocopying as required.</p> <p>Provide logistical support for meetings and events held at the school/college to include preparation of meeting and conference rooms and assist in arrangements for catering provisions.</p> <p>In the event of a fire and/or any other emergency requiring staff to leave the building, to be responsible for ensuring that the visitors report and staff movement sheets are removed from Reception and taken to the evacuation meeting point.</p> <p>To be responsible for promoting and safeguarding the welfare of children and for raising any concerns in line with Trust procedures. To complete all statutory training.</p> <p>To be responsible for promoting British values, including tolerance and for challenging any extremist views expressed by visitors, students or anybody else on the Wootton Academy Trust's sites and away from the sites on school/college trips and visits.</p> <p>Maintain confidentiality at all times in respect of school/college related matters and to prevent disclosure of confidential and sensitive information.</p> <p>To be responsible for following health and safety requirements in line with Trust policy and procedures.</p> <p>Undertake further training as required for your areas of responsibility.</p> <p>Undertake any other duties of a similar level and responsibility as may be required.</p> <p>Flexibility to work overtime as and when required to meet the Trust's needs.</p>
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All Trust staff will be expected to accept reasonable flexibility in working arrangements and the allocation of duties, in pursuance of raising learner achievement and effective team working.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of tasks but sets out the main expectations of the Trust in relation to the post holder's professional responsibilities and duties.



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Receptionist/Administrator Person Specification		
	Essential Criteria	Desirable Criteria
Qualifications:	<p>GCSE English and Maths (grades A*-C) or equivalent.</p> <p>Willingness to undertake further training including First Aid training.</p>	<p>First Aid Qualification.</p>
Experience, Skills and Knowledge:	<p>Previous experience of working as a Receptionist or in a customer facing role.</p> <p>Experience of operating a switchboard.</p> <p>Excellent telephone manner – courteous, calm and efficient.</p> <p>Good IT skills.</p> <p>Excellent communications skills including verbally, in writing, face to face and over the telephone.</p> <p>Excellent interpersonal skills.</p> <p>Ability to work effectively within a team and on own initiative.</p> <p>Good organisational skills.</p> <p>Ability to prioritise and cope with conflicting demands, deadlines and interruptions.</p> <p>Ability to maintain confidentiality at all times.</p> <p>Ability to undertake a wide range of clerical, administrative and general duties.</p>	<p>Experience of working in an educational setting.</p> <p>Experience of using SIMS.</p>
Personal competencies and qualities:	<p>Ability to deal tactfully, diplomatically and confidently with telephone callers and visitors.</p> <p>A proactive, efficient and friendly disposition, with the ability to communicate with pupils, staff and other external agencies.</p>	

	<p>Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</p> <p>Has the ability to learn from experiences and challenges.</p> <p>Is adaptable to change/embraces and welcomes change.</p> <p>Integrity and confidentiality to be maintained at all times.</p> <p>Reliable and punctual.</p> <p>Willingness to be flexible.</p>	
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