



Ely St Johns Primary School

Job Description & Person Specification

School Receptionist/Administrator

Post Title

Job Title	School Receptionist/Administrator
Department/Phase	School Office
Responsible to	School Business Manager/Headteacher
Type of Position	Permanent / 17.5 hours / 39 weeks
Level and Scale Point	Level 2 NJC Scale 3 Point 5-6

Ely St Johns Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Job Purpose:

To provide an effective service to the school to achieve improved standards of learning and achievement in the school. To work in partnership with staff, to enhance their effectiveness to achieve improved standards of learning and achievement in the school and ensure that the school meets its educational aims.

To ensure effective use of resources to support the school's learning objectives.

Main Duties / Responsibilities

- Management of Reception/Front of House
- Security of visitors and contractors
- Monitor and manage the School Office Email address, responding to requests, as necessary.
- Operate the telephone system and effectively transfer calls, take messages, identify, and deal with queries.
- Oversee day to day School Attendance on the SIMS Management Information System (MIS).
- Manage School Meal numbers and relay to kitchen.
- Undertake general administrative tasks as directed.
- Provide an efficient and effective support service that positively contributes to the school's learning objectives.
- Maintain filing systems.
- Be familiar with data protection legislation and how it will impact upon the school's practices.
- Health and Safety: Understand the admin team's role in Invacuation and Evacuation procedures.
- Safeguarding: Understand the school's procedures for if a pupil disclosed a potential safeguarding concern and what to do in the case of a child protection concern.
- To support the aims and ethos of the school.

Professional Development

- Develop skills and knowledge by attending courses, workshops and meetings.



General

- Ensure all duties and responsibilities are discharged in accordance with the schools Health and Safety Policy.
- Ensure all duties and responsibilities are discharge in line with General Data Protection Regulations.
- Ensure all duties and responsibilities are discharged with due regard for safeguarding and promoting the welfare of children and following the child protection procedures adopted by School and Local Authority.
- Ensure equal opportunities for all by adhering to the school's policy and challenging prejudice.
- Ensure a high level of confidentiality is maintained in all aspects of work.
- Maintain excellent public relations.
- To undertake other reasonable duties commensurate with the grade of the post, as determined by their Line Manager or the Headteacher.



School Receptionist/Administrator Person Specification

	Essential Criteria	Desirable Criteria
Qualifications	Excellent communication skills GCSE (grade C or above) or equivalent - Maths & English Clear spoken English	Relevant qualification for school office environment Experience of writing reports and to deliver this in a written or verbal form to a variety of audiences. First Aid qualification, or willing to undertake training.
Knowledge and understanding	Have good working ICT knowledge including Microsoft Office. Understand the importance of confidentiality and the Data Protection Act 2018 and GDPR. Understand the importance of excellent customer service. Possess strong interpersonal skills. Be able to communicate clearly, both written and orally. Be dependable, able to follow instructions and respond to management directions. An understanding of your role in promoting equal opportunities within the context of a school environment. An understanding of safeguarding issues relating to children and other stakeholders	Knowledge of SIMS or similar School MIS or a willingness to undertake relevant training. Knowledge of basic financial management.



	Essential Criteria	Desirable Criteria
Skills / Attributes	The successful candidate will have: Excellent verbal and written communication skills. A flexible approach towards working practices. High expectations of self and a desire to maintain professional standards. The ability to work as both part of a team and independently. The ability to maintain successful working relationships with colleagues. A pleasant and welcoming manner, the ability to deal with unexpected events calmly and efficiently. Ability to form strong working relationships with different members of the school team. An excellent understanding of confidentiality. A warm, engaging, and transparent personality. Committed to promoting high quality and consistent practices. Committed to contributing to the wider school and its community. Capable of handling a demanding workload and successfully prioritising work. A good team player, with the ability to also work using their own initiative. Willing to go the extra mile. Able to quickly adapt to changes.	Previous experience of reception duties



School Receptionist/Administrator Selection Criteria

	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications			
Educated to GCSE standards in English and Maths	✓		Application form.
Excellent communication skills	✓		Application form and at interview.
Relevant qualification for school office environment		✓	Application form.
First Aid qualification		✓	Application form/at interview.
Experience			
Experience of working in an office environment	✓		Application form/at interview/references.
Experience of working in a school environment		✓	Application form/at interview/references.
Experience of Reception duties		✓	Application form/at interview/references.
Experience of Microsoft Office applications	✓		Application form/at interview/references.
Basic understanding of school finance		✓	Application form and at interview.
Knowledge and understanding/Skills and attributes			
Verbal and written communication skills	✓		Application form and at interview.
Time management and organisation skills.	✓		Application form and at interview.
Ability to stay calm under pressure	✓		Application form and at interview.
Experience of reception duties		✓	Application form and at interview.
Understand the importance of confidentiality and the Data Protection Act 2018 and GDPR.	✓		At interview.
Understand the importance of excellent customer service.	✓		Application form and at interview.
Possess strong interpersonal skills.	✓		At interview.
Positive approach to problem solving	✓		At interview.
A flexible approach towards working practices.	✓		At interview.
High expectations of self and a desire to maintain professional standards.	✓		At interview.
The ability to work as both part of a team and independently.	✓		At interview.
The ability to maintain successful working relationships with colleagues.	✓		At interview.
A pleasant and welcoming manner, the ability to deal with unexpected events calmly and efficiently.	✓		At interview.
Ability to form strong working relationships with different members of the school team.	✓		At interview.
An excellent understanding of confidentiality	✓		At interview.
A warm, engaging, and transparent personality.	✓		At interview.
Committed to promoting high quality and consistent practices.	✓		At interview.
Committed to contributing to the wider school and its community.	✓		At interview.
Capable of handling a demanding workload and successfully prioritising work.	✓		At interview.
A good team player, with the ability to also work using their own initiative. Willing to go the extra mile.	✓		At interview.
Able to quickly adapt to changes.	✓		At interview.

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.



Requirements from confidential references	Essential
Written references only	✓
Confirmation of professional and personal knowledge, skills and abilities	✓
Positive recommendation from current employer	✓
In addition to the above selection criteria Ely St Johns Primary School will require the appointed candidate to undertake a Disclosure Barring Service (DBS) Enhanced Disclosure and medical questionnaire in accordance with safer recruitment guidelines	✓