



Job Description

Job Title: Receptionist/Admin Assistant

Wakefield Primary Cluster

Reporting to: Admin Officer **Grade:** 3

Overall purpose of the post:

You will be the first point of contact for parents and visitors, by telephone and in person, ensuring information flows are accurate and effective. AS well as sorting incoming mail, you will assist with other general office duties.

Main duties and responsibilities

- Provide a welcoming environment for parents, visitors and pupils to the academy and assist them in locating other staff or areas of the building
- Maintain an accurate signing-in book and issue security badges for all visitors to the academy
- Provide information to visitors either verbally or paper based
- Operate the academy's telephone system in a manner which is at all times, welcoming, efficient, effective and accurately informed
- Keep abreast of developments within the academy to ensure accurate information is given out at all times
- Ensure that letters, telephone messages, emails and faxes received at reception are forwarded to staff by the most efficient method, including email
- Operate internal communication systems efficiently and effectively
- Process incoming and outgoing mail, liaising with Royal Mail to ensure continuity of service
- Organise the freighting of parcels/packages and complete appropriate documentation
- Ensure postal supplies are maintained and ordered as necessary
- Ensure the franking machine is in credit at all times
- Monitor levels of stationery supplies and order stock as required
- Checking the accuracy of supplies when it is delivered
- Maintain a database of enquirers and send out information about the academy
- Undertake word processing, photocopying, fax and filing duties as requested by the Admin Officer
- Ensure that the photocopier and fax are maintained, ready for use e.g. loaded with paper on a regular basis
- Report photocopier and fax machine faults and monitoring progress to ensure that they are back in working order as quickly as possible
- Update and issue the internal telephone list as required
- Keep the pigeon hole system up to date, inserting new ones for new staff and clearing down leavers
- Organise and maintain the working area of reception

- To be responsible for ensuring the foyer is welcoming, organised and up to date with current brochures and notices
- Assist with arrangements for transportation of pupils to and from the academy
- Assist with pupil first aid and welfare duties
- Work flexibly, including contributing to the academy's projects of a general nature and providing cover for other staff
- Participate in staff appraisals and training programmes as required
- Carry out duties at all times with due regard to Equal Opportunities, Health and Safety and other OGAT policies as agreed and revised from time to time

Additional Responsibilities

- Dealing with any immediate problems or emergencies according to the Academy's policies and procedures
- Respecting confidential issues linked to home/students/teacher/Academy work
- Fire Marshall duties in the case of Fire and/or Emergency Evacuation where applicable
- To comply with the Academy's Child Safeguarding Procedures, including regular liaison with the Academy's Designated Child Safeguarding Person over any safeguarding issues or concerns;
- To comply with the Academy policies and procedures at all times.
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Personal Contacts

External: Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

Internal: Students, staff, Board and Academy Council members, parents and any other visitors to the Academy.