

Job Description

Post Title: Student Services Receptionist and Administrator

Establishment: Outwood Academy Ormesby

Grade: Grade C, 32.5 hours per week, Term Time Only

Reporting to: PA/Office Manager

Overall purpose of the post

- To provide an effective and student friendly first point of contact for students on all matters relating to academy life. Ensuring students are directed to the correct advice and guidance or issued with information in a timely manner.
- To provide a friendly and efficient reception service for staff and visitors to the school, including answering telephone calls and registering visitors.
- To provide administrative support to the Academy.

Main duties and Responsibilities

1. To co-ordinate and provide administrative support for the academy's Student Services team.
2. To act as a first contact for student services and signpost enquirers to appropriate support.
3. To provide a professional and effective reception provision, demonstrating excellent customer service skills when acting as the first point of contact for students.
4. To assist with setting up academy events, presentations and other activities.
5. To maintain and update student records as appropriate.
6. Assist students and other members of the academy community to access Student Support Services.
7. Ensure a professional and courteous reception service is provided to all students.
8. Provide administrative support across the whole academy.
9. Provide administrative support to student services team if required.
10. Check and process student records, including data validation, input and filing.
11. Update and maintain appropriate reference materials and resources including student notice boards and the academy's virtual learning environment.
12. Assist in following up student absences and timetable changes, including the collation of information on leavers and destinations.
13. Meeting arrangements, minuting of meetings and the monitoring of action points arising from the meetings.
14. Administration and co-ordination of student bus travel, including bus travel following after academy activities.

15. Responsibility for answering all incoming calls to the Academy.
16. Responsibility for greeting and dealing with visitors to the Academy.
17. Ensuring all visitors to the Academy are recorded and have completed the relevant 'signing-in' process;
18. Issuing visitors with the relevant lanyard to ensure that safeguarding procedures are met;
19. Opening and distribution of all the post delivered to the Academy.
20. Checking and distribution of all parcels delivered to the Academy.
21. Ensuring the Premises Staff Asset Track all new equipment delivered to the School. This involves informing the Site Supervisor of the delivery, and when Asset Tracked, informing the relevant department.
22. Providing radio contact for the SLT team via two-way radio.
23. Responsibility for administration and typing duties to support the Vice Principals.
24. Assisting the Principal's Personal Assistant and covering the duties of the Principal's PA in her absence.
25. Contacting the Emergency Services as directed during any emergency.
26. Collecting and storing all lost property.
27. The ordering of stationery for the reception and the School Meeting Room.
28. General administrative duties for the School.
29. Demonstrating an active commitment to their own professional development.
30. Fire Marshall duties in the case of Fire and/or Emergency Evacuation.
31. To undertake First Aid duties on direction from the Principal.
32. To comply with the School's Child Safeguarding Procedures, including regular liaison with the Designated Child Safeguarding Person over any safeguarding issues or concerns;
33. To comply with the School policies and procedures at all times.
34. 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 and external agency professionals.

Internal: Students, staff, Governors, parents and any other visitors to the School.

This job description may be subject to change, following consultation between the post holder and the school.