

**Job Title:** Receptionist & Administrative Assistant OIE

**Reporting to:** OIE Manager

**Grade:** Scale 3 scp 14 -17

## **Purpose of the Post**

To provide a professional and efficient reception service for the OIE conference centre and to provide administrative support when required.

## **Main Duties and Responsibilities**

- Undertake reception duties for the centre, answering phone calls promptly and greeting visitors on arrival;
- Respond to enquiries promptly and accurately and ensure that any messages are passed onto the relevant member of the team in a timely manner;
- Categorise emails to the relevant team member when they arrive into the central inbox;
- Send holding emails for certain queries when waiting for an answer from a member of staff;
- Ensure that all visitors who arrive at the conference centre are parked in designated spaces and carparks;
- The reception area is where facilitators, event leaders and participants will first visit with a query before, during and after an event; ensure that questions and queries are passed onto the event lead straight away and that all relevant support is provided by reception;
- Maintain security by following safeguarding procedures, monitoring sign-in sheets, issuing visitor lanyards etc.;
- Comply with GDPR regulations by enforcing a clear desk policy, shredding documents on a daily basis and keeping sensitive data in locked drawers;
- Adhere to office procedures and maintain accurate information to support the production of reports on events and implement and record event evaluations and sign-in sheets;
- Ensure the reception area is fully prepared on a daily basis; in both the cleanliness and appearance and by displaying the correct marketing materials, signage and resources;
- Maintain safety and security of all individuals involved in events by reporting any safety concerns, adhering to fire safety regulations and implementing correct procedures for recording attendance;
- Maintain a good working relationship with colleagues;
- Good communication, written and listening skills to be used at all times with delegates, customers and staff;
- Demonstrate an active commitment to own professional development;
- 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.

### **Special Features including hours and conditions of service**

7.30am – 1.00pm (Monday – Friday) and 12.30pm – 6.00pm (Monday – Thursday and 11:00am – 4:30pm (Friday)

Term time only

27.5 hours per week - Scale 3 scp 14 -17 £ 10,998.24 to £11,604.12 actual salary

### **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.