



Clerical Assistant/Receptionist

Salary: SCP4-6

Reporting to: Office Manager

Location: Westbourne Primary School

Main purpose of the job:

The main purpose of the job is to:

- 🎯 To provide routine general clerical and administrative support to the school

Key Activities / Responsibilities:

Organisation

- 🎯 Carry out reception and switchboard duties providing a high level of customer care
- 🎯 Provide ad hoc administrative duties for the school as directed by the Office Manager





Administration

- 🎯 Provide routine clerical support including but not limited to, typing, emailing etc
- 🎯 Undertake routine administrative duties as directed by the Office Manager
- 🎯 Undertake the distribution of messages received
- 🎯 Create new staff badges
- 🎯 Support the administration team with basic data inputting e.g. behavior, incident slips, late marks etc
- 🎯 Undertake hospitality as and when required including setting up meeting rooms, organising refreshments etc







Resources

- 🎯 Operate relevant equipment/ICT packages/information systems (e.g. Microsoft Office, SIMS, e-mail, internet etc)
- 🎯 Provide advice and guidance to staff, pupils, parents/carers and others
- 🎯 Assist parents with payment systems etc

Support for the school

-  Be aware of and comply with the school and Trust policies relating to child protection, health and safety, confidentiality and data protection
-  Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop
-  Contribute to the development of a positive inclusive ethos
-  Establish constructive relationships and communicate with other professionals to support the achievement and progress of pupils including but not limited to internal at all levels, parents/carers, governors, local authority, contractors, external agencies



Range of decision making




















-  To make decisions within established working practices and procedures
-  Has a good working knowledge of techniques for solving problems within own role, following procedures where required
-  Considers the impact of others when prioritizing and completing tasks
-  Knows own limits on decision making and when to refer to a higher authority
-  Make decisions on informed judgements
-  The post holder will be expected to use good common sense and initiative in all matters relating to:
 - The conduct and behavior of individuals, groups of pupils and whole classes
 - The correct use of care of materials by individual and small groups of pupils
 - The safety, mobility (if required) and hygiene and well-being of pupils

Responsibility for assets, materials etc

-  General responsibility for the care of all equipment within the designated area of the school



Specific conditions of service

-  The post holder may be asked to work up to 2 weeks out of term time in any school year, for which there will be extra remuneration
-  Contribute to the development of a positive inclusive ethos in terms of behavior and dress.

Qualifications and Training	Essential	Desirable
<ul style="list-style-type: none">  Minimum of GCSE English and Mathematics at Grade C or above (or equivalent)  NVQ Level 2 or equivalent or experience in a relevant discipline 		
Knowledge/Skills		
<ul style="list-style-type: none">  This is a public facing role and therefore is necessary to be able to demonstrate fluency and proficiency in spoken English. To be able to converse at ease with members of the public (including children) and provide guidance and advice in accurate spoken English.  Knowledge/experience of general office work  Good literacy and numeracy skills  Good communication skills including telephone/reception skills  Use of office machinery and able to undertake basic maintenance routines  Have a neat and organised approach to work  Be willing, courteous and able to work both using your own initiative and in a team  Respect confidentiality  Knowledge of school procedures  Knowledge of Health & Safety/First Aid regulations 		
Experience		
<ul style="list-style-type: none">  Experience of using Microsoft Office  Experience of working in an office environment 		
<u>Other</u>		
<ul style="list-style-type: none">  Willing to undertake further professional training as appropriate  Commitment to raising standards  Will not require holiday leave during term time.  Must be legally entitled to work in the UK (Asylum and Immigration Act 1996).  No contra-indications in personal background or criminal record indicating unsuitability to work with children/people/vulnerable clients/finance (CRB check required). 		

Person Specification- Receptionist



 Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Disability Discrimination Act 1995.		
 Ability to cope with requirements of the post, which may include working with pupils who have emotional and behavioural difficulties or physical difficulties.		

This post is subject to satisfactory vetting, including a satisfactory enhanced disclosure from DBS