

# Huntspill Community Federation

## JOB DESCRIPTION

<b>Job Title:</b>	Receptionist/Clerical Assistant	
<b>Reports To:</b>	Headteacher/Business Manager	
<b>Main Purpose of Job:</b> <i>Briefly – what is the job there for and why is it being done? Attach a brief organisation chart to show where the job fits.</i>		
The postholder will undertake receptionist/clerical duties at the school ensuring all callers receive an efficient, effective service.		
<b>Main Responsibilities and Duties:</b> <i>What needs to be done? – Describe the <u>main</u> responsibilities and duties <u>required of the job</u>. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.</i>		<b>% of Time</b>
The actual duties and percentage of time for each duty undertaken will vary in accordance with the requirements of the school.		
1. Answers telephone enquiries to ensure that an effective service is provided to customers by either passing the calls to an appropriate member of staff or dealing with requests for information. Ensures that all information is updated where appropriate in consultation with the Line Manager/Business Manager/Headteacher. Arranges cover for absence and/or illness in consultation with Business Manager/Headteacher.		15
2. Greet visitors, ascertain purpose of the visit and provide for their needs. Deals with routine enquiries for information and if appropriate contacts an appropriate member of staff to deal with them. Ensures the security of the site (locking/unlocking gates and operating/answering gate 'buzzer' system).		15
3. Updates and maintains a variety of computerised record systems and produces routine reports as necessary.		25
4. Provides general support to federation staff which includes opening, sorting and distribution of post, photocopying, arranging duplicate/printing, sending faxes and arranging meetings.		5
5. Liaises with appropriate staff regarding the delivery of lunches, service of lunches and removal of deliveries. Liaises with MDSAs and ensures appropriate coverage/supervision. Deals with and liaises with appropriate staff (if required) regarding varied deliveries and services.		5
6. Ensure the reception area is kept tidy and hazard free in line with good Health and Safety practice.		5
7. Check, maintain and order stationery supplies for authorisation by the Line Manager/Business Manager/Headteacher. Undertakes responsibility for maintaining various booking systems.		5
8. Undertakes word processing in support of the federation/school Business Manager/Headteacher, including confidential material.		25
<b>SUPPORTING PROCESSES</b>		

**Problem Solving and Creativity:** Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?

Work is undertaken within laid down procedures and guidelines and the nature of the job means that there are frequent interruptions. The postholder however is expected to exercise a certain amount of discretion, particularly concerning the giving out of information and when referring matters to a more appropriate member of staff.

**Decision Making:** Give examples of the types of decisions which the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.

Organises the day to day work to meet the demands of the school. Deals with the support work, telephone enquiries and visitors in the most appropriate manner and provides basic information. Operates within standard guidelines and procedures and seeks advice from more senior members of staff, where required.

**Physical Effort and Working Conditions:** Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.

Significant use of IT, when maintaining records, providing information and typing various correspondence and reports. Unlocking/opening gates and operating/answering gate 'buzzer' system.

**Contacts and Relationships:** Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact eg providing information or advice, directing, monitoring, influencing, motivating.

We are looking for someone with excellent interpersonal and communication skills, the ability to communicate clearly and easily with parents, staff and pupils, uses their initiative, has good IT skills, an understanding of the importance of confidentiality plus a calm, reliable and welcoming approach to running a school office.

Daily contact with the Line Manager/Business Manager/Headteacher when discussing workload or receiving new instructions. Contact takes place with staff of the school, pupils, parents, Governors, LEA visitors and other external suppliers. These contacts are for the purpose of passing/receiving information and resolving queries.

**Knowledge, Skills and Experience:** The role is diverse and will involve financial transactions such as raising purchase orders and invoices. You will be highly organised, proactive and have the ability to prioritise according to deadlines.

Experience of SIMS and SIMS FMS would be an advantage.

A good standard of education is required, such as, GCSE's or NVQ level 2.

**Agreed** that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder: ..... Date: .....

Line Manager: ..... Date: .....

Designated Senior Manager: ..... Date: .....

January 2019