



Job Description

Role: Receptionist / Administrative Assistant

This job description gives an overall indication of the areas of responsibility of the position, but is by no means all encompassing or fixed. The post may include other duties and responsibilities as determined by management that fall within the general responsibilities of the post. St. Francis' College Ltd ('the College') is an equal opportunities employer.

Location:	Senior School
Accountable to:	The post holder is directly responsible to and supervised by the Head's Personal Assistant. However, the post holder may also receive instructions from the Head, who is in overall charge of all the activities of the College, and other members of SLT.
Responsible for:	N/A

Overall Purpose of the Job

The post holder's primary purpose is to provide general administrative support and be a welcoming and efficient first point of contact at the College for visitors, parents, pupils, deliveries and enquiries. Furthermore, to work as part of a team to help achieve the overall aims of the College.

Main Duties and Responsibilities

Principal Responsibilities

- Pupil attendance record (a.m.)
- Missing Pupils – responsible for initiating a search and contacting the DSL and Head of Pastoral to escalate. Inform Head where necessary.
- Answer incoming calls within 4 rings and action/transfer as appropriate.
- Operate the answerphone/voicemail system.
- ISAMS – Maintain student records, generate Parent Portal accounts for new students and send out letters.
- Monitor the Admin inbox, as well as personal inbox.
- Generate and send out student update forms and medical update forms as and when required. Overseas will need to be scanned and emailed to parents and guardians.
- Collation of parent replies/permission slips for trips.
- Assist with Future Ready Day admin.
- Assist with Parents Evening admin – letters/bookings/support.

General Reception duties

- Deal with enquiries from parents, take delivery of items for pupils and distribute them as appropriate.
- Ensure Entry Sign system is working, and up to date each day.
- Ensure Fire Registers are to hand each day, in the event of a fire evacuation.
- Take deliveries of mail, papers, parcels and other items where appropriate, sort and organise redistribution.
- Operate the franking machine and co-ordinate mail for collection.
- Greet visitors arriving at Reception, issuing visitors' badges to non-College personnel and ensure they have signed in.
- Operate the telephone system. Whenever possible locate staff or pupils to receive incoming calls and transfer. If unavailable, take a full and complete message and pass on the message at the earliest opportunity.

- Manage mobile phones for trips.
- Assign students in and out of school, as and when required.
- Produce car park signs for visitors.

General Administration duties

- Provide administrative support to the College.
- Provide general administrative support to staff.
- Produce letters and documents, including use of mail merge, as required.
- Provide administrative support for the collation of in house documents e.g. the G.C.S.E. Option Booklet.
- Any other ad hoc administrative and reception duties, which you may be called upon to undertake on behalf of the College.

Hours of work

Normal working hours are 08.00 a.m. to 12.15 p.m. Monday to Friday, term time.

It will also be the requirement of the post holder to undertake reception cover during the school holidays from 08:00 to 12:00 noon, circa 20 days per annum.

Attend one Open Morning per academic year.

General

Owing to the presence of pupils in the College, strict rules governing staff behaviour and, in particular, regarding access to areas of the College, are in place. Details may be obtained on the VLE.

Training and Work Equipment

The College will provide training or pay reasonable training costs where the need arises. "Everyday" work equipment and Personal Protective Equipment, if required, will be provided by the College.

Person Specification
Role: Receptionist/Administrative Assistant

Essential	Desirable
Education: <ul style="list-style-type: none"> • 	Education: <ul style="list-style-type: none"> •
Skills: <ul style="list-style-type: none"> • Ability to use initiative and problem solve. • Excellent oral and written communication skills. • Interpersonal skills. • Ability to work under pressure and maintain a professional attitude 	Skills: <ul style="list-style-type: none"> •
Experience: <ul style="list-style-type: none"> • Experience in an administrative role 	Experience: <ul style="list-style-type: none"> • Experience in the Education Sector • Experience working as a Receptionist
Knowledge: <ul style="list-style-type: none"> • Microsoft Office 	Knowledge: <ul style="list-style-type: none"> • iSams Software
Other: <ul style="list-style-type: none"> • Ability to work as a team • Must be well-presented • Must be polite with an excellent telephone manner • Reliable and punctual • Flexible attitude and actions • Must be well organised 	Other: <ul style="list-style-type: none"> •