



JOB DESCRIPTION AND PERSON SPECIFICATION: SCHOOL RECEPTIONIST AND ATTENDANCE ADMINISTRATOR

PURPOSE OF THE ROLE:

- To be an ambassador for the school when meeting parents and other visitors and to act as a first point of reference when people arrive
- To manage the administration of attendance for all pupils
- To provide secretarial, clerical and administrative support to the Headteacher, Deputy Headteacher, Office Manager, Children and Families Development Officer and other staff
- Contribute to the overall ethos of the school and meeting the needs of the children
- Be aware of and support difference and ensure equal opportunities for all

MAIN AREAS OF RESPONSIBILITY:

Customer Focus

- a. 'Model' excellent professional relationships with children, parents and other professionals in the school
- b. Provide an excellent administrative service to all sections of the school community regardless of race, sex, background or age

Reception

- a. Perform Receptionist duties throughout the school day: acting as first point of reference for, receiving callers, children, parents, visitors and telephone enquiries.
- b. Offer helpful, friendly, approachable and professional service at all times and take appropriate action on own initiative, resolving minor matters, referring more serious matters to appropriate member of staff

Communication

- a. Adhere to school procedures and ensure that staff receive messages (telephone, email, fax, face-to-face) promptly and accurately
- b. Maintain notice boards, update timetables/rotas, sort and distribute mail
- c. Update the school website and Twitter account including news and events
- d. Assist with paperless methods of communication by sending out emails and text messages to parents.

Administration

- a. Provide general confidential secretarial service to Headteacher, Deputy Headteacher, Office Manager, Children and Families Development Officer and other staff, to include word processing, correspondence, reports, references, mail, diaries, appointments and meetings, maintain general and confidential filing systems, provide hospitality as required

Finance

- a. School Meals - collect, receipt, record and bank all income in relation to school meals account, including weekly and monthly reconciliation. Liaise with parents regarding advance payments and send reminders for arrears according to school policy. Order meals daily.
- b. Use parentpay to manage online payments
- c. Use SIMS to administer school meals information



d. Review termly pupils' meal requirements and in partnership with the senior staff, constantly review of entitlement of free meals, re-assessment and send reminders to parents.

Educational Visits

- a. Administer school trip payments
- b. Manage the organisation of school trips including coach hire, insurance processing and liaison with venue.
- c. Communicate with parents and staff
- d. Organise packed lunch provision for educational visits.

Data Management

- a. Maintain high standards when managing confidential information, complying with the school's data protection procedures and legal requirements at all times

Attendance

- a. In conjunction with the Children and Families Development Officer work with stakeholders in order to promote good attendance and to achieve attendance targets. Liaise daily with the Children and Families Development Officer.
- b. Follow school attendance procedures
- c. Produce attendance and dinner registers annually, include all details as required. Maintain and edit termly.
- d. Monitor registers and on a daily basis, call families where children are absent and send absence/lateness letters to parents with support from the school business manager as appropriate
- e. Enter daily attendance on the SIMS database
- f. Produce attendance certificates upon request
- g. Attend meetings about attendance with the SLT and EWOS
- h. Show new teaching staff how to fill in registers correctly

Information Communication Technology

- a. Maintain spreadsheets designed by school staff
- b. Maintain effective administration in the absence of the School Office Manager

Admissions/Pupil Data

- a. Process pupil admissions in accordance with admissions policy
- b. Maintain pupil database, amend/update records on the system, print reports such as attendance & dinner money

Safeguarding

- a. Comply with policies and procedures covering child protection, health, safety and security
- b. Contribute to safeguarding the welfare of children in the school
- c. Maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements, reporting any concerns about safety and security to the appropriate person
- d. Maintain the visitors log book and ensure all visitors and contractors can be identified by wearing clearly visible badges

School Nurse, Children's Services and other agencies

- a. Provide pupil data, including admissions and leavers

Accountability, Performance and Line Management

- a. Regularly review own practice, set personal targets and take responsibility for own personal development



- b. Take responsibility for your work, encourage and accept feedback from your colleagues and your line manager and respond to or adapt to change as required
- c. Take an active part in the Performance Management process with your line manager, sharing your success stories as well as your challenges
- e. Continue to learn and develop as a professional, completing induction, attending relevant training to update knowledge and skills, enhancing qualifications
- f. Model high professional standards and be a responsible and effective member of staff, attending regular meetings with Head Teacher and Deputy Head as appropriate
- g. Appreciate, respect and support the role of other professionals

Other

- a. Undertake such other duties as directed and required from time to time.

Band 3 PT 16- 21

33.75 hrs per week term time only



PERSON SPECIFICATION

Qualifications and training:

It is essential that the post holder has:

- A good standard of education
- A willingness to undertake training as required

It is desirable that the post holder has:

- First Aid at Work certificate, or willingness to undertake training
- A work related admin. qualification e.g. NVQ
- Typing qualification

Experience and knowledge:

It is essential that the post holder has:

- Experience of working in an administrative environment
- Experience of holding receptionist responsibilities
- Experience with Microsoft packages, including Word and Excel

It is desirable that the post holder has:

- Attendance management experience
- Experience of working within a school environment
- Experience of school systems: SIMS; ParentPay; Evolve; Teachers2Parents; WordPress; FMS

Skills and abilities:

It is essential that the post holder has:

- Excellent organisation and time management skills
- Excellent communication skills both written and verbal
- Excellent interpersonal skills with all stakeholders: children; parents; staff and visitors.
- Ability to work on their own initiative and as part of a team
- Resilient and the ability to remain calm under pressure
- Ability to deal with sensitive information in a professional manner
- Excellent I.T. skills
- Provide challenge to parents and carers when addressing concerns

ADDITIONAL FACTORS:

It is essential that the post holder has:

- A commitment to achieving the best outcomes for our children
- A positive and enthusiastic attitude
- A professional approach to work, being punctual and smart in appearance
- A flexible approach to work and being adaptable
- A commitment to providing a high quality service at all times
- A commitment to St Matthew's and wider school life