

JOB DESCRIPTION

Title: Receptionist / School Administrator

Responsible to: Business Manager

Job Purpose

To provide comprehensive reception and administration support for the School. To maintain records and coordinate events for alumni students and other stakeholders.

Main Responsibilities

1. Provide Reception Services
2. Provide General Administrative Service
3. Provide Administrative Support for Finance Processes

1. Provide Reception Services

- 1.1 To facilitate the smooth day to day running of the school by fulfilling a range of reception duties that support students, staff and visitors to work effectively and thrive.
- 1.2 To answer the telephone, screen and direct calls, monitor email enquiries and distribute post, answering queries and referring to others as appropriate.
- 1.3 To monitor registers and student attendance and contact students and/or parents when unplanned absence may occur.
- 1.4 To provide attendance information including notifying staff of known absences and the production of attendance reports.
- 1.5 To develop and follow attendance, absence and timetabling procedures and to ensure appropriate electronic and hard copy filing of associated paperwork.
- 1.4 To check all visitors into and out of the school, having regard to the school's security requirements and safeguarding obligations.
- 1.5 To tidy and maintain the reception area.
- 1.6 To support school events by registering participants, setting up and clearing rooms, organising refreshments and directing people to the appropriate location.
- 1.7 To provide general administrative and clerical support, including the proof reading of school documents, scheduling appointments and maintaining an electronic appointment diary.
- 1.8 To administer first aid.
- 1.9 To act as a fire warden in the event of a fire alarm.
- 1.10 To ensure that excellent levels of customer service are delivered throughout all reception duties.

2. Provide General Administrative Service

- 2.1 To coordinate the development and delivery of administrative support services within the School, working in collaboration with senior leaders to maximise efficiency and effectiveness.
- 2.2 To ensure an effective MIS system by inputting data accurately and producing reports as needed, for example, student timetables.
- 2.3 To complete stock taking and ordering of resources, including first aid.
- 2.4 To support students to organise and maintain library resources.
- 2.5 To prepare and proof read documents, emails and letters.
- 2.6 To provide administrative support for outreach, admissions and other school business activities.
- 2.7 To liaise with Exeter College's internal departments to ensure a smooth day-to-day running of school operations, eg IT and HR.
- 2.8 To work collaboratively with the School business Manager in the completion of the school Census and other submissions accurately and on time.
- 2.9 To organise in-school events, including but not limited to parents' meetings and the EMC conference, ensuring rooms are booked and prepared, resources are sourced and information is shared with participants.

3. Provide Administrative Support for Finance Processes

- 3.1 To administer the application and processing for the 16-19 bursary, travel passes and other student-related purchases.
- 3.2 To work collaboratively with the School Business Manager and Finance Officer to support processes including the management of assets and stock control.
- 3.3 To undertake such additional finance and business duties as may be reasonably required commensurate with the level of responsibility.

4. Additional Duties

- 4.1 To promote a teaching, learning and working environment that is free from discrimination and where all students and staff are encouraged to express their individuality.
- 4.2 To be responsible for safeguarding and promoting the welfare of students.
- 4.3 To maintain the confidentiality of staff and student / family information.
- 4.4 To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the School at any of the School's, College's or University's sites or place of work.
- 4.5 To promote and conduct your professional duties and responsibilities within the parameters of the School's agreed values and aims.
- 4.6 To ensure all personal data is used and stored in compliance with GDPR.