

LITTLE HEATH SCHOOL

Reading, Berkshire



Job Description: Whole School Support Staff

Job Title: Receptionist/Administrative Assistant

Grade/Salary Range/Hours: Grade D/WBC Spinal Points 5-9, Hours are from 8am– 4pm Monday – Friday term time only.

Report to: Communications Team Leader

Core Purpose:

The main purpose of the Receptionist/Administrative Assistant is to provide a professional greeting to parents, pupils & visitors when they arrive at the school reception, providing direction, information, assistance and answering phone calls in a helpful manner.

Specific Duties

- To work with other members of the school's communication team to ensure that communication with parents and other key stakeholders is timely, efficient and professional, thus enhancing the reputation of the school;
- To act as a first port of call for parental communication with the school, directing enquiries to relevant staff via telephone or email.
- To deal with a range of issues with parents, neighbours and pupils both face-to-face and on the telephone in a professional manner and subsequently reporting these incidents appropriately
- To act as first port of call for a range of other outside stakeholders, for example Local Authority, police and social services, passing on the enquiry to the relevant member of staff.
- To complete administrative tasks in relation to Main and Pupil Reception, including supporting students with medical and pastoral issues; First Aid training will be required.
- To support the work of the school's Attendance Officer in monitoring punctuality and attendance, completing registers and coding for late arrivals and students leaving school during the day.
- To provide appropriate assistance to the Office Manager in the event of an onsite emergency or evacuation.
- Manage the Visitor management system for appointments with outside agencies including liaison with appropriate staff for room booking.
- To manage deliveries liaising with the Site Team & Resources Team as appropriate.
- To manage post – incoming and outgoing; including distribution to the staffroom,
- To support with the checking of CCTV footage as and when required.
- To work collaboratively with other members of the Communication team, including the Communications and Marketing Team, in order to develop an attractive learning environment for students at the school, in common areas.
- To support the Office Manager in delivering the school's Communication strategy, including text and email messaging through InTouch

Teaching and Learning

- To encourage students to progress in their learning, promoting self confidence and enhanced self-esteem.
- To promote high standards of student behaviour in line with the school's behaviour policy, in consultation with classroom teachers and other staff, including pastoral leaders.

Assessment and Recording

- To support the Data and Inclusion teams in keeping records of attendance, absence from lessons and other student data, where appropriate.

Student personal development and well-being

- To provide additional support to the pastoral team where appropriate.
- To refer any safeguarding or pastoral concerns regarding students to the relevant teacher, tutor, HOY, SLT link, as appropriate.

Management of Resources

- To liaise with the Communications Team Leader with regards to resources/materials for various meetings and help set up venues.
- To check and record deliveries and ensure stored safely.

Relationships with key stakeholders

- To ensure that the school follows the national policy on safeguarding and thus ensures that students are healthy and safe at school.
- To work collaboratively with various Office team members, including Pupil reception and Key Stage offices.
- To establish and maintain productive relationships with students, Senior staff, other members of support staff, members of the tutor and teaching team especially members of the pastoral team.
- To develop effective relationships with parents which focus on students' well-being.

Events management

- Working closely with the school's Office Manager and other departments, to support other members of the school's communication team in coordinating and delivering whole school events management, for example training sessions, staff meetings, lettings and the like
- To support the Office manager in delivering the communication element of this role, through InTouch, the website and other communication methods
- To liaise with the school's canteen service provider to organise catering for whole school events as required

Other duties

- To attend and participate in relevant meetings as required.
- To carry out all aspects of the role effectively and seek help, advice or guidance as necessary.
- To identify personal training needs and attend appropriate internal and external in-service training sessions per year.
- To attend annual appraisal and review meetings with other members of the Support Staff team.
- To undertake any further duties as outlined by the Headteacher provided that they are reasonable and appropriate.

No direct budget responsibility