TOOTING PRIMARY SCHOOL
Inspiring excellence

JOB DESCRIPTION

Job Title:	Receptionist/Administration Assistant
Job Purpose:	To provide administrative support to the Office Manager. To be collectively responsible for the upkeep and order of the School Office. To provide frontline services and deal with enquiries on the telephone, email or in person.
Responsible to:	School Office Manager
Location:	Tooting Primary School [and Graveney Trust Primary Schools as directed
Other Functional Relationships:	Headteacher, SLT, Schools Business Manager (Trust)

Specific Tasks:

- Ensure front line enquiries both in person, by email and by telephone from staff, pupils, parents and visitors are dealt with promptly and efficiently. To take specific responsibility for daily telephone and email enquiries and to be the first line of communication for parents and outside agencies.
- Greet visitors and guests to the school when required and escort visitors around the school when necessary
- Open and distribute post when required
- To be responsible for whole school message systems for parents and staff
- Update the school calendar and website
- Maintain a well ordered, tidy and effective office, paperwork and data filed appropriately and in a timely manner
- Ensure all pupil records and documents are checked and properly maintained, filed and manually/electronically transferred when pupils arrive and leave. Input above data onto ARBOR and follow up on information raised – communicate this information to relevant parties
- Input data into school systems as required, assist with streamlining systems and procedures in liaison with the Office Manager
- Be pro-active in setting up and using appropriate systems for monitoring and producing data – in liaison with the Office Manager
- Maintain the single central record (SCR)

- Provide administrative support to staff as needed
- First Aid – be prepared to undertake training and provide First Aid as required
- Administer and oversee children's medications as and when necessary, including overseeing the allergy and dietary register
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Take responsibility for the administration and payments of after school clubs
- Be responsible for the Single Central Record for visitors, 3rd party suppliers and agency staff
- Check and order stock and supplies as required ensuring that supplies are maintained as appropriate
- Support and monitor the collection of consent forms/medical forms for all day
- visits and school journeys.
- Any other tasks deemed to be commensurate with the post or as and when cover is required.

Additional Responsibilities

- To support the School Attendance process to include first day calling and collating of class registers
- To process school meals paperwork for pupils and staff and liaise with parents and staff to ensure that appropriate payments are made in a timely manner.
- To collate the school newsletters weekly and send to parents weekly
- To collate the weekly staff bulletin and send out to staff.

Child Protection:

- To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people in relation to the post holder's role within the school.
- To be fully aware of the principles of safeguarding as they apply to children and young people in relation to the post holder's role
- To be aware of circumstances surrounding families that may become apparent during communications with family members and to communicate this information and any other concerns that the post holder might have to the Office Manager and the safeguarding lead in a timely manner.

Person Specification

Essential Criteria

- To be passionate, motivated and proactive in finding solutions to situations as they arise.
- Ability to carry out general office skills and to deal with a variety of tasks such as filing and distribution of post, etc.
- Ability to communicate effectively in writing, on the telephone and face to face: draft correspondence independently; write and communicate verbally clearly and concisely.
- Ability to build and maintain an effective working relationship with a wide variety of people.
- Diplomatic approach in dealing with difficult situations.
- Cultural awareness and sensitivity.
- Ability to prioritise to ensure that deadlines are met, whilst working under pressure.
- Ability to work on own initiative and contribute ideas to the improvement of admin services at the school.
- Excellent ICT skills to a competent level, including Microsoft Office, Outlook, Excel and Google Suite.
- Commitment and willingness to meet the needs of the ethos and flexible working arrangement of the School.
- A commitment to deliver services with the framework of the school's equal opportunities policy.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Knowledge and understanding of the use of ARBOR is desirable.