



Sheiling School Thornbury

THORNLEIGH CAMPHILL COMMUNITIES

JOB DESCRIPTION

Job Title: Receptionist / Administrator

Responsible to: School Business Manager

RESPONSIBILITIES:

RECEPTION DUTIES

- To provide a professional and welcoming reception service
- To redirect calls through the school switchboard, taking concise messages as appropriate
- To greet visitors and ensure all security and fire regulations are followed
- To record out of hours phone messages and passing on messages appropriately
- To co-ordinate booking of meeting rooms as required
- To prepare meeting rooms, arrange cleaning and make equipment available as necessary
- To arrange refreshments for visitors and staff meetings as required
- To manage receipt of postal mail, distributing or responding appropriately

SECRETARIAL SUPPORT AND INFORMATION SHARING

- To gain an understanding of other key admin tasks and to provide cover where necessary for any other administrative role, including maternity cover.
- To provide clerical and administrative support, to ensure the continued effective function of the admin office.
- Setting up, issuing and maintaining school mobile phones, keeping accurate records
- Setting up / deleting accounts for new staff / leavers
- Admin associated with new staff including ID badges, staff development folders, welcome emails to staff
- Issuing petty cash including effective recording of expenses and filing of receipts, if required
- Upkeep of the school diary on Google Drive
- Photocopying, word processing and filing documents
- Ordering school supplies
- Logging of staff and pupil absence and sickness on company data system
- To manage emails – distribution, responding appropriately

TRAINING

- To support the School Business Manager with the development of school's database, People HR.
- To organise and coordinate training as required by senior staff
- To support and assist senior staff with associated training admin, records, reminders & systems
- To assist staff with training related enquiries
- To add new staff to training websites and issue them with usernames and passwords as required
- To periodically print certificates of recent online trainings, send original to staff member and forward copy to HR
- To remove leavers from training and email websites in accordance with current procedure
- Policies & Risk Assessments: Upload onto computer system, allocate, maintain online and in paper files

LIAISON

- To attend meetings identified by the Line Manager
- To help plan, prepare, attend and participate in Fairs, Parents' Days and Open Days

PERSONAL TRAINING, MANAGEMENT, COMPLIANCE AND PERSONAL DEVELOPMENT

- You will endeavour, through further external or internal training sessions or courses, to enhance the professional quality of your work
- You may be required to participate in some training as instructed by the School Business Manager
- You will need to become familiar with, and to follow, the School's policies and procedures, e.g. on safeguarding, missing person, complaints procedures etc. and be aware of your responsibility to your own and other's health and safety
- You will be involved in regular supervisions with the School Business Manager. At these sessions your responsibilities will be reviewed and further training needs identified and agreed

SAFEGUARDING

- To comply with the Sheiling School's Safeguarding policies and procedures
- To support of procedures to protect children and young people

OTHER RESPONSIBILITIES

- Maintain confidentiality at all times; some information will be of a personal or sensitive nature, some will be covered by the Data Protection Act and GDPR
- To comply with health and safety policies, including fire precautions and prevention
- To deal quickly and calmly with emergencies, giving accurate information to the emergency services and others when required
- Perform duties to agreed timetables and deadlines
- To read, understand and follow all company policies
- Comply with the School's regulations concerning performance of their duties and undertake any such other duties as reasonably required by the School Business Manager
- Such other duties as the Company may from time to time require

MISSION STATEMENT OF THORNLEIGH CAMPHILL COMMUNITIES

- To work in accordance with the Mission Statement of the Charity
- To uphold the ideals, vision and values of the Thornleigh Camphill Communities when undertaking your work

This job description sets out the duties of the post at the time it was drawn up and is not part of the contract of employment. The post holder may be required from time to time to undertake other duties as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post

Person Specification – Training Administrator

Criteria for Selection	Essential or Desirable	Method of Assessment
Education, Training and Qualifications		
Maths and English GCSE, EDL or equivalent	E	Application form Qualifications Interview
Work Experience		
Experience of working in a busy office environment Experience working with databases Experience of working a School environment Switchboard experience Familiar with Microsoft Office, especially Word and Excel. Accurate data inputting skills	E E D D E E	Application form Qualifications References Interview
Skills and abilities		
Confident and friendly in dealing with members of the public, parents, trustees, medical and educational professionals and staff Excellent IT skills Answering queries and passing on information in a calm and mature manner Good interpersonal and customer-facing skills Effective time management Excellent communication skills Good command of written and spoken English Good organisation and planning skills The ability to work accurately and with attention to detail Good typing speeds	E E E E E E E E E E	Application form References Interview Interview tasks
Personal qualities and attitude		
Able to work with positive “can do” attitude in a busy environment Ability to work in an environment with vulnerable children Able to respond flexibly to change Understanding of the important of, and an ability to maintain a high level of confidentiality Positive outlook to life in general Reliable with a good attendance record Ability to take responsibility and show initiative	E E E E E E	References Interview
Additional requirements: Suitable to work in an environment with vulnerable children	E	