

Reports To: Business Manager

Why	Job Summary The postholder, under the direction/supervision of their line manager will provide receptionist and routine general clerical and administrative support to the Academy.	
What	Main Responsibilities <ul style="list-style-type: none"> The postholder will be required to use the Trust's standard computer hardware and software packages where appropriate as well as Microsoft Office packages. Undertaking/covering reception/switchboard duties as necessary, being the first point of contact for parents, pupils, visitors, and staff. Maintaining diaries, arranging appointments / meetings as appropriate. Keeping visitor logs up-to-date and informing relevant staff of all scheduled appointments. Providing clerical support, including word processing and other IT and admin-based tasks e.g. Photocopying, filing, and emailing. Undertaking routine administration i.e.. Letters, referrals, references, inventories, reports, data entry, etc. Sorting and distributing incoming and outgoing mail and emails. Collating and maintaining pupil details both manual and computerised. To utilise data systems for both staff and pupils. Manage the room booking system and out of hours bookings – liaising with relevant parties. Assisting in responses to queries. Assist with the recording of, updating of and reporting attendance. Assist with any finance administration tasks where necessary. Maintain a professional and positive approach whilst managing a wide range of conflicting priorities within a busy academy. Ensuring confidentiality at all times Any other responsibilities deemed to be appropriate to the role. 	
How	Competencies	Personal Attributes (level expected when job is conducted to the required standard)
	Framework <i>Seeking to establish the framework and guiding principles; making a positive contribution to the wider life and ethos of the Trust.</i>	Demonstrates the Trust's ethos and adopts high standards of behaviour in their role.
		Know how to recognise potential child abuse or neglect and follow safeguarding procedures.
		Motivates others to take responsibility for their own health and safety.
		Participate effectively as a member of a team, fostering positive relationships.
	Development <i>Monitoring, coaching, guiding and supporting teams and individuals, setting examples of desired behaviours.</i>	Efficient and methodical, monitors and attends to detail; checks for errors.
		Undertake appropriate professional development to secure progress in your career.
	Leading <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Developing practice ensures effective professional contribution across the department.
		Developing supervision skills and provides informal leadership / direction.
		Consults at the start and as appropriate throughout the activity and within the team.
	Task Management <i>Establishing appropriate courses of action for oneself and others to accomplish.</i>	Willing to accept responsibility for own activities and those of the team.
		Involved in setting tasks.
		Makes short term (daily, weekly) considered plans.
	Communication <i>Providing direction to ensure that the resources are available to achieve results in the most effective way.</i>	Conscientious in adhering to deadlines and perseveres to achieve project tasks.
		Briefs immediate colleagues well, transferring knowledge as appropriate. Giving other opportunity to ask questions and check understanding. Presents information in a structured and logical way and uses a variety of communication techniques. Taking account of the needs of the audience.

	Problem Solving/Decision Making <i>Able to identify a potential problem, propose and assess solutions and decide upon a course of action.</i>	Reasons logically and focuses upon solving the problem. Building upon previous experience.	
		Initiates joint decision making within own team.	
		Knows how to report, record and pass on information.	
		Deals with 'task' problems within own team.	
Context	Interfaces	Internal/External	Seek opportunities to collaborate with other professionals beyond the Academies and across the Trust.
		Financial impact/budget	Ensure resources are affordable and available to achieve improvement plans and stated strategic objectives.
		English Language Fluency	An ability to converse at ease with all customers and provide accurate advice in order to fulfill all spoken aspects of the role through the medium of spoken English.
	Scope	People (directly/indirectly manage)	Act as a role model, promoting consistently high expectations of behaviour in a professional and courteous manner.
	Education, Qualifications and Experience (EQE)	Essential: Educated to GCSE grade C/4 standard (or equivalent) including Maths and English. Experience of working in an administration role and using Microsoft Office Knowledge of safeguarding procedures Desirable: Working within an education establishment	
	Safeguarding	All adults employed by the Trust are responsible for safeguarding and promoting the welfare of children they are responsible for or come into contact with. As such, all employees will undergo relevant background checks, including a Disclosure and Barring Service (DBS) Enhanced check with Barred List Check, in order to satisfy our statutory obligations.	
	Data protection	All adults employed by the Trust have a responsibility for data protection and have a duty to observe and follow the principles of the GDPR Regulations.	

Whilst every endeavor has been made to outline all the duties and responsibilities of the post, this document does not specify every item in detail. Where broad headings have been used, all associated duties are naturally included in the job description.