



The Forest Federation
of Soudley, Steam Mills and Woodside Primary Schools

Receptionist and Administration Support Staff

Job Description and Person Specification

This job description outlines the requirements and specification of the ideal candidate for the role of office staff. Office staff are generally responsible for providing administrative support for the school and carrying out reception duties in the school office.

As part of the Forest Federation, the successful candidate could be asked to work at any of the three schools in the future, if required. The post advertised in Oct 2024 is to be based at Soudley Primary in the first instance. Training will be provided and there is support available from within the school and across the federation. The role is a job share with a member of staff who works two days a week.

This school is committed to safeguarding and promoting the welfare of children and young people, and expects all staff, and volunteers, to share the same commitment. This position is subject to an enhanced DBS check.

Receptionist and Administration Support Staff job description

Employment details	
Job title	Office staff
Reports to	Executive Headteacher and Senior leaders
Hours of work	15 hours a week (potential to increase)
Salary	Grade 4 points 7-10 Grade 5 considered for the right person with capacity to develop over the federation if required in the future £24,294-£25,545 pa pro rata
Contract	Part time and permanent, term time only with inset days

Organisation

- Working with other members of staff, organise the day to day running of the School Office in an efficient and effective way
- Liaise with, and handover information to, other office staff.
- Undertake reception duties including answering the telephone, managing email communication, dealing with face to face enquiries and acting as the first point of contact for visitors to the school
- Ensure security protocols are communicated and understood by all visitors at the school.
- Ensure the office area is tidy and welcoming.
- Make arrangements for visits from outside agencies and assist on arrival e.g. advisory teachers, flu vaccinations, prospective parent visits
- Assist with in year admission arrangements and pre-school/reception intake admin
- Book staff courses and arrange cover as required
- Keep the school calendar up to date
- Assist with maintaining general order in the school, e.g. clearing lost property.

General administration

- Effective use of IT packages e.g. Word, SIMS etc
- Provide general admin support to ensure the school delivers effective and efficient services.
- Maintain manual and computerised records (e.g. pupil and staff paper-based records and SIMS-training provided)
- Assist with maintaining the school website (e.g. put the weekly newsletter on-training provided).
- Complete any photocopying, as required.
- Assist in managing the school's calendar.
- Assist with the organisation of school trips.
- Undertake attendance and register checks; follow up pupil absences
- Assist in the completion of data collections and returns, e.g. the school census.
- Process and distribute incoming post and manage outgoing post.
- Ensure the confidentiality of information is maintained.
- Carry out other general admin duties as required, e.g. sending out letters, processing DBS checks and maintaining the school central register.

Finance

- Administration of Parent Pay (training provided)

Communication

- Answer and direct all incoming phone calls.
- Monitor the office email and handle queries.
- Act as a first point of contact for parents, e.g. when reporting absences or making complaints.
- Follow the school's absence management procedures and report any concerns to the senior leadership team.
- Contact parents when appropriate, e.g. when their child needs to be collected due to illness.
- Be aware of the school's calendar of events so queries from parents and other members of the community can be answered.
- Maintain confidentiality when communicating with parents and visitors to the school.
- Ensure good lines of communication between the office and the rest of the school.

- Help to promote the school, including through use of Class Dojo, producing a weekly newsletter and working with FOSS to promote their efforts.

Additional duties

- Contribute to the school's safeguarding protocols and adhere to all safeguarding policies
- Assist with pupil first aid/welfare duties, looking after sick pupils until collection, liaising with staff and parents etc
- Understand and follow all relevant school policies.
- Attend and participate in training and development courses as required.
- Be a role model for the standards of behaviour expected of pupils.
- Undertake reasonable additional duties as requested by the senior leadership team.

Receptionist and Administration Support Staff person specification

Qualifications and training	
Essential	Desirable
<ul style="list-style-type: none"> • GCSEs in English and maths or equivalent 	<ul style="list-style-type: none"> • Safeguarding training • Data protection training • Additional qualifications and training
Skills and experience	
Essential	Desirable
<p>Experience:</p> <ul style="list-style-type: none"> • Working in an administration role • Working with children and adults • Handling confidential information <p>Skills:</p> <ul style="list-style-type: none"> • Competent use of IT programmes • Ability to organise and maintain systems e.g calendars, emails, record keeping 	<p>Experience:</p> <ul style="list-style-type: none"> • Working in an education setting • Handling complaints and concerns • Dealing with suppliers <p>Skills:</p> <ul style="list-style-type: none"> • Prior experience of SIMS (training will be provided)
Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Understanding of their statutory requirements relating to safeguarding, equality, health and safety, and data protection. • Demonstrate a working knowledge of how to manage the reputation of the school and engage with the school community. • Knowledge of how to use computer databases effectively/ability to learn SIMS use 	<ul style="list-style-type: none"> • Knowledge of education policies and procedures.

Personal traits

The successful candidate will have:

- Excellent verbal and written communication skills.
- Excellent time management and organisation skills.
- The ability to work independently and as part of a team.
- The ability to maintain successful professional relationships.
- The ability to prioritise tasks and handle a demanding workload.
- Good problem-solving skills.
- Ability to maintain confidentiality.
- Ability to promote and uphold the reputation of the school, with no known previous or unresolved relationship difficulties in the parent/school community.

Additional requirements

The successful candidate will have

- An up-to-date DBS certificate, with barred list information where required.
- The right to work in the UK.
- Two positive references, preferably from previous employers.