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**JOB DESCRIPTION**

**Job title:** Receptionist & Communications Administrator

**Reports to:** Office Manager

**Contract Type:** Full time, permanent

**Location:** Manor Fields Primary School

**Date:**  May 2025

**Main Purpose of the Role**

The role is vital to our school’s ethos and culture whether answering the telephone or greeting families, staff, children and visitors – the post holder is the positive, professional and welcoming face of the school. The role also provides pro-active and effective administration support to the school under the direction of Senior Staff.

**Duties and Responsibilities**

**Communication Duties**

* To be the face of Manor Fields whether this be face to face on Reception or via written internal and external communications such as newsletters and emails
* Maintain and update the school website ensuring it reflects and celebrates the ethos of the school
* In conjunction with the HEMAT Communications Manager prepare internal and external communications such as parents’ newsletters and staff briefings

**Administrative Duties**

* To actively support the ethos of our school
* To act as the first point of contact in response to telephone and face-to-face enquiries, sign in visitors
* Administer communication with families under the direction of the Headteacher, SLT or Office Manager via telephone or Parentmail
* General management of the school diary and assisting with arrangements for visits and visitors, eg school nurses, school photographer etc.
* Co-ordinate all aspects of some school trips and off site visits
* Open, sort and distribute incoming mail and post outgoing mail
* Contact for sick pupils, liaise with parents/carers/staff
* Support with ensuring forms are completed for administering medicines
* Ensure attendance registers are completed, absence reasons updated and reports are produced including issuing fines for holiday absence.
* Regular meetings with the Deputy Headteacher regarding attendance and sending letters for persistent absentees.
* Check incoming stock deliveries and arrange for distribution and secure storage
* Co-ordinate new starters with Office Manager ensuring all medical issues and permissions are on Arbor and adding to payment system and mail system
* Obtain DBS certificates for both new staff and volunteers and ensure volunteers are entered on the Single Central Record
* Archiving and maintaining a record of school documents
* Place orders on the behalf of the school
* Ensure meal and milk registers are delivered to the classes weekly
* Assist with pupil welfare, if required including contacting parents and staff
* Provide clerical support, including typing, photocopying, filing, e-mail and answering routine correspondence

**Behaviour and Safety**

* Establish a safe, purposeful and stimulating environment for pupils, rooted in mutual respect in line with school behaviour policy
* Maintain good relationships with pupils, exercise appropriate authority, and act decisively when necessary
* Be a positive role model and demonstrate consistently the positive attitudes, values and behaviour, which are expected of pupils
* Have high expectations of behaviour

**Health and Safety**

* To comply with the school’s Health & Safety Policy and undertake risk assessments as appropriate
* To comply with the school’s procedures concerning safeguarding and to ensure that training is accessed
* Promote the safety and wellbeing of pupils, and help to safeguard pupils’ wellbeing by following the requirements of Keeping Children Safe in Education (KCSIE) and our school’s child protection policy

**Safeguarding**

* Be responsible for promoting and safeguarding the welfare of children and young people within the school raising any concerns about pupils, staff, or other people connected to theschool following school policy, protocol, and procedures.

**Wider Professional Responsibilities**

* To constantly seek strategies that will bring about improvement in your practice
* To work as part of a team in the delivery of effective and pro-active administration support to the school
* Work collaboratively with others to develop effective professional relationships
* Communicate and co-operate with relevant external bodies
* Contribute to the whole school's planning activities
* Make a positive contribution to the wider life and ethos of the school

**Team Working and Collaboration**

* Participate in any relevant meetings/ professional development opportunities at the school, which relate to administration support to the school
* Work as a team member and identify opportunities for working with colleagues and sharing the development of effective practice with them

**PERSON SPECIFICATION**

**Qualifications**

* Good numeracy and literacy skills, GCSE Grade 4 (or equivalent) in English & Mathematics
* A relevant administrative qualification (e.g. Level 2/3 in Business Administration) is desirable but not essential

**Experience**

* Experience in a school office or similar administrative environment is highly desirable
* Experience of clerical, secretarial and reception work
* Experience of working in a receptionist or customer service role, with a focus on delivering high-quality service

**Skills and Abilities**

* Strong organisational and time-management skills with the ability to prioritise tasks and manage a busy workload
* Excellent verbal and written communication skills, with the ability to interact professionally with a range of individuals including parents staff and external stakeholders
* Ability to work in a team and also able to use own initiative
* Works pro-actively, seeking alternative solutions where necessary
* Flexible and adaptable, with the ability to remain calm and composed in busy or challenging situations
* Proficiency in Microsoft Office and basic IT systems, experience with school management software is an advantage
* Strong attention to detail and the ability to maintain accurate records
* Understanding of confidential and data protection requirements (GDPR) with a high level of discretion and integrity when dealing with sensitive information

**Other Requirements**

* A commitment to safeguarding children
* A commitment to the school’s mission and vision and
* Strives for the highest possible standards at all times
* Resilient and positive and willing to go the extra mile
* A willingness to make a positive contribution to the school community

This job description is not intended to be a comprehensive definition of a post. It may be subject to modification or amendment, in consultation with the post holder, to meet the changing needs of the school.