

Business Operations Assistant (Pupil Administration) Job Description



Job Title	Receptionist / Business Operations Assistant (Pupil Administration)	Reporting to	School Business Manager
Liaising With (internal)	All staff and pupils	Liaising With (external)	Visitors (including parents), Department of Education, outside agencies, other schools
Supervising	N/A	Contract	H3-H4 (35 hours per week term time plus 5 days and INSET Days)
Core Purpose	The role will provide an efficient and effective reception service, together with administrative and pupil administration support to the school, working under the direction of the School Business Manager. To ensure clear lines of communication with children, parents, staff, visitors and other stakeholders. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same.		
Key Areas of Responsibility	<u>Reception & Office Administration:</u> • Providing a warm welcome for parents, visitors and colleagues and dealing with their requests in an efficient and professional manner • Ensuring compliance with the school's security operating procedures regarding visitor's management system including, maintaining access groups (staff, pre-cleared, pupils), recording DBS numbers where appropriate, updating and ordering new ID badges. • Ensuring all visitors are briefed on all local policies and procedures regarding but not limited to fire, invacuations and safeguarding and provided with access to the school's systems as required • Overseeing and maintaining appearance of reception and meetings rooms, and noticeboards are kept up to date • Communicating with parents regarding all aspects of school life, receiving and passing on information, between parents and teachers, including phoning parents to ascertain reasons for pupils' absence • Ensuring collection of attendance registers/ensure attendance is completed in the MIS system for all classes, and collecting dinner numbers (passing to the kitchen) and liaising with catering team for administration of menus • Answer all incoming calls, both internal and external, redirecting/taking messages as necessary and acting on instructions received. Relay messages to staff and pupils • Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary • Assist with school events, such as preparations for and assistant with School Open mornings, tours, parents evenings, and other school activities that involve welcoming visitors. Organise refreshments where required. • Ensuring all information is treated confidentially and have absolute discretion at all times • Opening, sorting and distributing incoming mail and post outgoing mail • Assist with arrangements for visits, for example by school nurse, photographer		

- Occasionally collections of monies e.g. for school uniform
- Monitoring office stationery stock levels and replenishing as required
- Maintaining reception TV communications are regularly updated
- Check incoming deliveries, check and arrange orderly and secure storage of supplies.

Attendance Administrations

- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- Monitor and maintain an accurate computer record of pupil attendance and produce returns and report as necessary
- Monitor the late arrival of pupils and maintain an accurate and up to date computer records and files
- Work closely with Headteacher and Pastoral lead to establish and agree upon authorised absences and agree actions accordingly
- Produce attendance reports for school leaders, identifying key statistics, reasons for absence and any patterns of concern
- Track attendance of vulnerable groups of pupils and share information with school leaders
- Identify attendance concerns and bring these to the attention of the appropriate school leader, supporting agreed interventions where required.
- Manage returns for pupil related school censuses
- Maintain accurate records of communications with parents/carers and relevant interventions
- Support school leaders with the implementation and review of the school's attendance policy and procedures

Admissions & Pupil Records

- Liaise with relevant authorities, Headteacher and parents in the administration of nursery, reception and in-year admissions, and assist the Headteacher in arranging parental interviews and appeals
- Maintain accurate and clear pupil records within Arbor e.g. addresses, telephone numbers, contacts, image permissions, special dinner menus, SchoolGrid, medical information, and liaise with Teacher IT lead for access to Google Classrooms
- Maintain continuing interest lists for Nursery admissions
- Administer the transfer process of pupils to other schools including common file transfers and STFs of Year 6 to secondary schools and casual leavers
- Support the school's response to determined admissions consultations, liaising with the relevant authorities and school leaders as required
- Assisting with all admissions related tasks, recording details of enquiries from prospective new families

Shared Office Team Responsibilities

- Producing and disseminating information to staff across the school
- Provide general clerical support as required e.g. filing
- Accept and sign for deliveries as appropriate
- Provide hospitality for visitors to the school with the assistance of the Secretary /Business Operations Assistant
- Play an active role in office fire procedures
- Undertake filing, photocopying and distribution as required
- Assist at school functions if required

	• Assist with the monitoring and maintenance of stock including ordering of stationery and paper <u>General responsibilities</u> • Work both efficiently and effectively with due regard to punctuality and meeting deadlines • Maintain an optimistic and positive attitude with colleagues, and work to support and motivate others • Contribute to constructive team-building amongst teaching and non-teaching staff, parents and governors • Achieve a good working rapport with pupils and maintain a balance being friendly and approachable, and achieving specified work tasks • Show a responsible attitude to health and safety issues and have due regard for their personal safety and that of others • Maintain the positive ethos and core values of the school • Communicate and co-operate with persons or bodies outside the school • Participate in arrangements for further training and professional development. • The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade <u>Safeguarding</u> • Follow the school's safeguarding procedures at all times and promptly report any safeguarding concerns in accordance with school policy. • Provide appropriate support to pupils who are unwell or injured, including administering first aid where trained and authorised to do so, and ensure incidents are recorded in accordance with school procedures.
	<i>The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.</i> <i>This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the DBS as part of Hertfordshire County Council's pre-employment checks. Please note that additional information referring to the Disclosure and barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.</i>
Compliance, Restrictions & Enablers	Compliance with all policies and procedures of the Academies including, but not limited to: • Health, Safety & Security and environmental standards ☐ Data Protection legislation and best practice ☐ Code of confidentiality • Child Protection, including DBS enhanced disclosure requirements ☐ Equal Opportunities & Diversity