



Two Rivers High School

Post Title – Reception / Administrative Assistant (Level 3)

Grade – Grade 4

Date – April 2025

Statement of Purpose

- The purpose of a school receptionist is to serve as the first point of contact for students, parents, and visitors, ensuring a welcoming and organized environment. This role involves managing administrative tasks such as answering phone calls, greeting guests, maintaining student records, and facilitating communication between staff and families. A school receptionist plays a crucial role in supporting the educational institution's operations by providing excellent customer service, maintaining confidentiality, and contributing to a positive school atmosphere.

Support to Reception

- To provide an efficient reception service to all visitors to the school and members of the school.
- To ensure that all visitors to the school are signed in and out and provided with the correct visitor badge as per our safeguarding and health and safety responsibilities.
- Answer all telephone enquiries promptly and take messages as necessary to pass on to the appropriate person.
- Use the MIS computer system to locate students as required.
- Managing Appointments and the Office diary
- Coordinating Events – assist in organising school events, ensuring visitor labels/ registers are produced in advance
- Emergency Protocols – being familiar with emergency procedures to respond effectively in situations
- Distribution of mail

Support to Pupils, Parents and the Community

- Undertake reception duties, answer routine telephone and face-to-face enquiries and sign in visitors.
- Assist in arrangements for school trips/events etc.
- Manage uniform/snack/other 'shops' within the school.
- Provide advice and guidance to staff, pupils and others.

Support to Other Staff

- Contribute to the organisation of support service systems/procedures/policies.
- Supervise, support and develop staff as appropriate.
- Allocate work as appropriate to role to any volunteer helpers.
- Provide personal, administrative and organisational support to other staff.
- Provide administrative and organisational support to the Governing Body.

Support Financial Management

- Monitor and manage stock, cataloguing resources and undertaking audits as required.
- Complete the weekly food shop, ensuring the order is placed timely, stock arrives and is distributed accordingly.

Support Organisational Management

- Manage manual and computerised record/information systems.
- Analyse and evaluate data/information and produce reports/information/data as required.
- Produce lists/information/data as required e.g. pupil data.
- Undertake typing and word-processing and complex IT based tasks.
- Operate relevant equipment/complex ICT packages.
- Undertake research and obtain information to inform decisions.
- Assist with procurement and sponsorship.
- Assist with marketing and promotion of the school and events
- Undertake administration of complex procedures.
- Support with school attendance.
- Complete and submit complex forms, returns etc., including those to outside agencies e.g. DCSF.
- Maintain stock and supplies, cataloguing and distributing as required.
- Basic first aid.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Comply and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.

Note 1: The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.

Person Specification

Administrative Assistant

Level 3

Essential Criteria	Measured By
Experience <ul style="list-style-type: none"> • Experience of providing good customer service • Experience of development, management and operation of administrative systems. • Financial acumen. 	AF/I
Qualifications/Training <ul style="list-style-type: none"> • NVQ 3 Business and Administration or equivalent qualification or experience in relevant discipline. 	AF
Knowledge/Skills <ul style="list-style-type: none"> • Very good numeracy/literacy skills. • Effective use of ICT and other specialist equipment/resources. • Full working knowledge of relevant polices/codes of practice and awareness of relevant legislation. • Ability to relate well to children and adults. • Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these. • Takes responsibility and accountability. • Good organising, planning and prioritising skills. • Communicates effectively with good interpersonal skills. • Ability to direct other adults. • Demonstrates a 'can do' attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Has the ability to learn from experiences and challenges. Is adaptable and embraces change. • Is committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Is committed to the continuous development of self and others by keeping up-to-date, sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	AF/I

AF – application form

I - interview