**Willow Bank Infant School**

**School Secretary**

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| **Contract term and type**: Permanent, Part-Time  **Salary:** GBP £18,795 - £19,171per year (pro rata)  **Reports to**: School Business Manager  **Start date**: 20th April 2020  **Salary**: Full time salary is grade 3, however this will be prorated based on the below working hours  **Contract**: Term time  **Hours:** 08:30am- 1:15pm |

**Profile**

The School Receptionist is the first point of call for visitors to the school.  As the ‘face’ of the school, the receptionist will 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. You will also assist with general day to day admin tasks which therefore require a good level of IT skills.

**The Role**

* Ensuring the safety and security of the school through managing entry to the premises through the gates and school lobby.
* To provide a comprehensive and seamless administrative support service in order to ensure the smooth running of the school.
* To act as the first point of contact for the school; welcoming visitors and answering any incoming calls.  Ensure that appropriate actions are taken in a timely manner.
* Maintaining and updating school information, records and databases
* To input student data and assist with administering and managing attendance records.

**Key Responsibilities**

**General Administration**

* To use the databases and administrative systems, ensuring they are kept up to date and relevant information is disseminated to appropriate members of staff
* To take ownership for various projects to meet the needs of the school e.g. admissions/pupil data, and agendas/minutes
* To produce documents (including presentations, correspondence, reports and spreadsheets), working to produce a finished document in line with school standards, making certain that confidentiality is maintained when required
* To keep the reception signing in files updated.
* To ensure that telephone and email queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others
* To sort and distribute all incoming post on a daily basis
* To prepare all outgoing post
* To assist with parentmail messaging as and when required
* To provide general administrative support across the school
* To maintain manual and computerised records and management information systems, including the input of student data daily and maintaining pupil records

**Reception**

* To act as the school receptionist, providing a first point of contact for all incoming calls to ensure that they are answered in a timely and professional manner
* To ensure that all calls are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system
* To greet visitors to the reception area as required, ensuring that visitors are welcomed into a friendly, professional environment
* To log telephone calls and ensure that relevant information is passed on in a timely manner
* To listen to the school’s voicemail, recording all messages and ensuring that they can be dealt with by an appropriate member of staff in a timely manner
* To check that any changes to the school main voicemail are made to ensure that callers receive up to date information, should their call not be answered
* To ensure the reception area is clean, free from clutter and well presented as first impression of the school
* To ensure that key information is available at the main reception, i.e. up-to-date telephone list, vehicle driver registration list
* To ensure that relevant information / literature is available in the reception seating area, i.e. menus, holiday forms, SEN literature, etc
* To ensure that the reception diary is updated regularly, i.e. with visitor details, appointments and training etc.
* To ensure that the receipt of deliveries is communicated to the relevant individuals in a timely manner
* To ensure that internal and external perceptions of the school are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate. The role holder will need to liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.

**Other**

* To undertake any task as directed by the Headteacher, Deputy Headteacher and line manager
* You may occasionally be required to work after school owing to the events planned for the day/week, therefore flexibility is essential, for example at Parents’ Evenings etc.
* Commitment to the safeguarding and welfare of all pupils
* This post is subject to an enhanced DBS disclosure.
* Undertake Fire Marshal and First Aid training.
* This job description is subject to change with the agreement of the post holder