**Academy Receptionist/Administrator (Pastoral)**

**JOB DESCRIPTION**

**Role Purpose:**

The purpose of this role is to provide and effective reception and administrative service to Academy staff, students and visitors

**Key Accountabilities:**

Reporting to the Professional Services Manager, this post holder will be accountable for:

* Administration Team:
  + Delivering an effective reception service including answering routine telephone and face to face enquiries; signing in visitors and sorting and distributing internal and external mail as part of the front of house team.
  + Providing effective administrative support, academy wide e.g. producing letters, devising and maintaining tracking documents, e-filing, scanning, producing reports, devising and completing routing forms.
  + Working effectively on relevant ICT packages such as MS Office, SIMS and CPOMS
  + Ensuring all data work is complete, accurate and up to date all times
  + Co-ordinate and communicate information to relevant staff, agencies and parent
  + Maintaining stock and supplies, cataloguing and distributing as required or as directed
  + Attending relevant meetings as required and take minutes if requested
* Pastoral Team support:
  + Supporting with parental communication (telephone, face to face and through the parent app)
  + Leading on the administration of the detention system including notifying parents, producing list for nightly detentions and sharing with colleagues in a timely manner as required
  + Leading on free school meal queries received from parents and liaising with the Local Authority and voucher provider company
  + Producing paperwork such as referral forms and exclusion packs
* Attendance Team support:
  + Supporting in an administrative capacity, with tasks such as new admissions to the academy, telephone calls home and sending out correspondence to families
* Develop good relationships with colleagues, pupils and external stakeholders
* Be aware of and comply with policies and procedures relating to attendance, child protection, safeguarding and data protection.
* Undertaking other duties appropriate to the grade and role of the post as requested by the line manager
* Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT’s policies and procedures, reporting all concerns to an appropriate person.
* Responsible for working in accordance with E-ACT’s policy relating to the promotion of Equality, Diversity and Inclusivity

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

Hours of work: 37 hrs per week

(9.30 am until 5.30 pm Monday to Thursday and 9.00 am until 5.00 pm Friday)

Term time plus 2 weeks

**PERSON SPECIFICATION**

Whether you’re a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

We want everyone to ***think big*** for yourselves and for the world around you;

We want everyone to ***do the right thing*** in everything you do, even when this means doing something that’s hard, not popular or takes a lot of time;

We want everyone to show strong ***team spirit***, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

**This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.**

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**OUR VALUES**

|  |  |
| --- | --- |
| **Thinking Big** | * Show energy, enthusiasm and passion for what you do * Demand the highest quality in all that you do, and in the work of your team * Willing to champion new ideas and think beyond the status quo * Show an ability to think creatively and ‘outside of the box’ in your area of expertise, continually seeking improvements in what you do to make the organisation better * Be open to new ideas and change where it will have a positive impact on the organisation * Show a willingness to embrace different ideas and ways of thinking to improve E-ACT * Ability to ‘look outside’ – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work * Commitment to self-development, and developing your wider Team * Ability to self-reflect on yourself, your performance, and to think about how this could be improved further * Ability to encourage ideas from others in order to improve the organisation and build your team’s confidence |
| **Doing the Right Thing** | * Have integrity and honesty in all that you do * Make decisions that are based on doing the right thing, even when this means that they’re unpopular or will lead to more work * Take responsibility and ownership for your area of work * Have difficult conversations or deliver difficult messages if that’s what’s required to do the right thing by our pupils * Be transparent and open * Be resilient and trustworthy * Stand firm and stay true to our mission |
| **Showing Team Spirit** | * Understand how you can have a greater impact as a team than you can as an individual * Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission * Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level * Recognise and celebrate the success and achievements, no matter how small, of your colleagues * Be generous with sharing your knowledge to help to develop others * Understand and be willing to receive suggestions and input on your area of work from others * Support your colleagues, even when this means staying a little later, or re-prioritising some of your work * Be aware of other peoples’ needs and show an ability to offer genuine support * Show an awareness and respect for peoples’ differences, and recognise how different characteristics and personal strengths build dynamic and great teams |

**KNOWLEDGE, EXPERIENCE & SKILLS**

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| **Requirement** | **Assessed at** |
| **E –** Essential | **A –** Application Stage |
| **D –** Desirable | **I –** Interview Stage |
|  | **P –** During the probationary period |

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|  |  | **E** | **D** | **A** | **I** | **P** |
| **Organisational Fit** | Thinking Big | X |  | X | X | X |
| Doing the Right Thing | X |  | X | X | X |
| Showing Team Spirit | X |  | X | X | X |
| **Knowledge** | GCSE Maths and English minimum grade 4 or equivalent | X |  | X | X |  |
| Knowledge of GDPR requirements |  | X | X | X |  |
| Knowledge of Safeguarding requirements |  | X | X | X | X |
| Knowledge of school ICT systems such as SIMS, CPOMS |  | X |  |  |  |
| **Experience** | Experience of using the Microsoft Office suite to intermediate level or above | X |  | X | X | X |
| Experience of administrative or secretarial work | X |  | X | X | X |
| Experience of working front of house/reception | X |  | X | X | X |
| Experience of working in a team | X |  | X | X | X |
| Experience of working in an educational establishment |  | X | X | X |  |
| Experience of dealing with sensitive and confidential student information | X |  | X | X | X |
| **Skills** | Ability to work effectively within a team environment | X |  | X | X | X |
| Ability to build and maintain effective working relationships with colleagues, parents and students | X |  | X | X | X |
| Ability to communicate effectively with a wide range of stakeholders using a variety of media | X |  | X | X | X |
| Good time management skills and ability to meet deadlines | X |  | X | X | X |
| Ability to use ICT and other specialist equipment and resources | X |  | X | X | X |
| Ability to prioritise workload effectively to meet deadlines and work under pressure | X |  | X | X | X |
| Ability to hold difficult conversations confidently and effectively | X |  | X | X | X |
| Ability to use software, spreadsheets, databases and other packages effectively | X |  | X | X | X |