



# Academy Administrator/Receptionist

## JOB DESCRIPTION

### Role Purpose:

The purpose of this role is to be responsible for providing effective administrative and organisational processes with the Office Manager within the Academy and assisting with the planning and development of support services.

### Key Accountabilities:

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

- Dealing with complex reception and visitor queries. When required, answer routine telephone and face to face enquiries, sign in visitors and undertake general reception duties.
- Contribute to the planning, development and organisation of support service systems, procedures, and policies.
- Support in the supervision, training, and development of administrative staff.
- Undertaking administrative duties related to the post such as production of letters, reports and other documents as requested using relevant ICT packages such as spreadsheets, databases, Word, internet, and SIMS.
- Assist in the input and production of data and information for the Academy using appropriate ICT packages and databases including production of reports.
- Maintaining manual and computerised records/returns/management information systems
- Alerting line manager to any concerns through monthly monitoring systems
- Act as the first point of contact for prospective families by providing a warm and welcoming personalised service.
- Conduct school tours and provide information to prospective parents.
- Track and respond to enquiries, extensive and on-going phone, email, and in-person communication.
- Ensure accuracy of the database management system.
- Attending relevant meetings as required and take notes if requested.
- Undertake first aid training.
- To administer appropriate care as the first point of contact for sick or injured pupil.
- Maintain first aid supplies for the Welfare Room.
- To keep first aid logs up to date following the school policies and procedures and to maintain a written record of all pupils attending the welfare Office for assistance – to include details of treatment given in accordance with Academy & LA procedures.

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- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity, and Inclusivity.
- 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.

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

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## 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

<b>Thinking Big</b>	<ul style="list-style-type: none"><li>• Show energy, enthusiasm and passion for what you do</li><li>• Demand the highest quality in all that you do, and in the work of your team</li><li>• Willing to champion new ideas and think beyond the status quo</li><li>• 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</li><li>• Be open to new ideas and change where it will have a positive impact on the organisation</li><li>• Show a willingness to embrace different ideas and ways of thinking to improve E-ACT</li><li>• Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work</li><li>• Commitment to self-development, and developing your wider Team</li><li>• Ability to self-reflect on yourself, your performance, and to think about how this could be improved further</li></ul>
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	<ul style="list-style-type: none"> <li>• Ability to encourage ideas from others in order to improve the organisation and build your team's confidence</li> </ul>
<p><b>Doing the Right Thing</b></p>	<ul style="list-style-type: none"> <li>• Have integrity and honesty in all that you do</li> <li>• Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work</li> <li>• Take responsibility and ownership for your area of work</li> <li>• Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils</li> <li>• Be transparent and open</li> <li>• Be resilient and trustworthy</li> <li>• Stand firm and stay true to our mission</li> </ul>
<p><b>Showing Team Spirit</b></p>	<ul style="list-style-type: none"> <li>• Understand how you can have a greater impact as a team than you can as an individual</li> <li>• Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission</li> <li>• Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level</li> <li>• Recognise and celebrate the success and achievements, no matter how small, of your colleagues</li> <li>• Be generous with sharing your knowledge to help to develop others</li> <li>• Understand and be willing to receive suggestions and input on your area of work from others</li> <li>• Support your colleagues, even when this means staying a little later, or re-prioritising some of your work</li> <li>• Be aware of other peoples' needs and show an ability to offer genuine support</li> <li>• Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams</li> </ul>

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## KNOWLEDGE, EXPERIENCE & SKILLS

**Requirement**      **Assessed at**  
**E – Essential**      **A – Application Stage**

**D – Desirable**      **I – Interview Stage**

**P – During the probationary period**

		<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>P</b>
<b>Organisational Fit</b>	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
<b>Knowledge</b>	Good qualifications in both English and Maths	X		X	X	X
	Knowledge of GDPR requirements		X	X	X	X
	Knowledge of Safeguarding requirements		X	X	X	X
	First Aid		X	X	X	X
<b>Experience</b>	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	
<b>Skills</b>	Ability to work effectively within a team environment	X		X	X	X
	Ability to build and maintain effective working relationships with colleagues and pupils	X		X	X	X
	Ability to maintain confidentiality and sensitivity around information	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 communicate effectively	X		X	X	X

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