**Administrator/Receptionist**

**JOB DESCRIPTION**

**Role Purpose:**

To work collaboratively with other office staff to support Academy staff to meet the academic, pastoral and other needs of students by improving the quality of teaching and learning, thereby enabling all students to achieve their full potential by providing high quality reception, clerical and administrative support to all departments.

**Key Accountabilities:**

Headteacher’s PA /Office Manager

**DUTIES & RESPONSIBILITIES**

* Reception duties – enquiries at reception desk, from visitors, contractors, staff and students. To arrange and record appointments for Academy teaching and support staff in the reception diary
* Issue of visitor and contractor passes in accordance with the Academy safeguarding process
* Receipt, distribution and accurate recording of deliveries
* Telephone enquiries – to record and to pass accurate messages to Academy staff and students, and to forward calls to appropriate telephone extensions
* To provide clerical support to the Academy’s administration. To undertake the production of a range of documents using word processing and other IT packages to produce accurate and well-presented information on time, to enable teaching staff to meet their responsibilities for producing information.
* To maintain basic student data and a range of record systems required by teachers to support curriculum planning and delivery, including support on Exclusions, Awards and Discipline system
* To maintain accurate filing systems
* To be responsible for incoming and out-going post
* To undertake any photocopying as required
* To arrange hospitality for staff and visitors
* To undertake appropriate training applicable to the role

**OTHER DUTIES & RESPONSIBILITIES**

* To perform such other duties as the Principal may from time to time determine commensurate with grade
* To promote equality, diversity and inclusion and demonstrate this within the role
* All staff are expected to be committed to the Academies Equal Opportunities policy
* North Birmingham Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment
* All staff have a responsibility for promoting and safeguarding the welfare of children and young people that they are either responsible for, or come into contact with
* To ensure all tasks are carried out with due regard to Health and Safety
* To undertake appropriate professional development including adhering to the principle of performance management
* To adhere to the Confidentiality and Health and Safety Policies and to any relevant Internet Code of Practice
* To adhere to the ethos of North Birmingham Academy:
  + To promote the agreed vision and aims of the Academy
  + To set an example of personal integrity and professionalism
  + Attendance at staff meetings as appropriate

**Review**

This job description may be subject to review and change to accommodate the changing needs of the Academy, after consultation, at the request of the Principal, Line Manager or Postholder

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| **Post holder Signature: ................................................................................................** |
| **Date of Signing: ...........................................................................................................** |
| **Principal Signature: .....................................................................................................**  **Date of Signing: ...........................................................................................................** |

Culture

* 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

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

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

**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.**

**OUR VALUES**

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| --- | --- |
| **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 |