



JOB DESCRIPTION

Job Title:	Receptionist & Administrator
School:	The Cornerstone Academy
Responsible to:	Office Manager

Main Job Purpose

- 1) General duties for the Main Reception and Student Reception offices, including but not limited to, greeting visitors, directing switchboard calls, responding to enquiries by telephone call or email, signing in of late students, etc.
- 2) Provide efficient and effective administrative support to academy staff to ensure the smooth operation of the school offices.
- 3) Facilitate school trips in capacity as the administration assistant to the Educational Visits Coordinator (EVC) in conjunction with trip leads.
- 4) Process external exclusion paperwork and ensure that all relevant documentation is sent out within the time constraints.
- 5) Ensure compliance with United Learning/BCP and other statutory reporting requirements, including undertaking data entry/analysis and recording.

Main Responsibilities and Duties

- 1) Provide a comprehensive administrative service.
- 2) Work closely with trip leaders and the EVC to provide admin support for trips and events, including the preparation of trips packs.
- 3) Create documentation for information and/or publication on behalf of Cornerstone staff.
- 4) Undertake reception duties with face to face, telephone, radio and email communications.
- 5) Ensure that the school's security and health and safety procedures are adhered to. Ensure visitors sign in and out of the school using the appropriate method, and issue security badges where necessary.
- 6) Liaise with the caretaker/site manager to ensure prompt movement of deliveries into the school. Frank outgoing mail and delivery to Post Office.

- 7) The post may include collecting and handling cash. Examples are payments for photographs and school trips.
- 8) The post holder will be required to assist in the organisation and administration of school services such as arranging dates for school photographs, visits by health professionals and free school meals.
- 9) The post holder will be required to make contact with parents/carers on a range of issues and act as a point of first contact for current and prospective parents and carers.
- 10) Provide support and cover, when appropriate, for other colleagues in the administration team as directed by the Office Manager.
- 11) Undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed.
- 12) Comply with all decisions, policies and standing orders of the school, United Learning and BCP; comply with any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and comply with the General Data Protection Regulations.
- 13) Have a commitment to Safeguarding, to promoting the welfare of children and young people in accordance with the school's and Department of Education agreed policies & procedures.

Supervision and Management of People

- 1) There is no line management with this role; although it is expected that you will contribute to training and induction of colleagues and new recruits.

Knowledge and Skills

- 1) Ability to multitask and have excellent organisation skills.
- 2) Attention to detail is paramount, complex tasks must be undertaken to a high standard whilst meeting deadlines.
- 3) Excellent communication skills, written and oral, with a clear, calm telephone manner.
- 4) Good customer care skills.
- 5) Good working knowledge of Word, Excel, PowerPoint, Publisher and Management Information System (MIS) in order to use and create documents and provide data.
- 6) Accurate and timely data entry and administration skills maintained whilst working under pressure.
- 7) The post holder must be able to work under their own initiative and must have good interpersonal skills.
- 8) At busy times the post holder must be able to prioritise their workload.

Contacts and Relationships

- 1) Daily face to face and telephone/email contact with parents/carers, students, staff, external agencies, contractors and visitors.
- 2) Contacts and relationships are generally not contentious, but outcomes may not be straightforward and may involve identifying details of service need, assessment, and initiating action to provide assistance.

- 3) The post holder must have the ability to deal with a wide range of people and be able to handle their inquiries in a calm, sensitive and confidential manner and in a way which supports the ethos of the school.

Decision making

- 1) Work is carried out within clearly defined rules, policies, processes and procedures.

Resources

- 1) The post holder will be responsible for the proper use and safekeeping of ICT equipment and sensitive electronic data.
- 2) The post holder will be responsible for the accurate handling and security of cash, cheques and other financial resources. This includes the franking machine and distribution of Free School Meal Vouchers when appropriate.

Work Environment

- 1) This role is based across two busy offices within one building and requires a flexible approach to tasks whilst considering priorities and deadlines.
- 2) Work requiring normal physical effort and is performed in a heated, bright and ventilated indoor environment.
- 3) Work potentially involves some limited risk to personal safety/injury.

Prepared by: The Cornerstone Academy

November 2023

This job description is current at the date shown, but following consultation with you, may be changed by the Principal to reflect or anticipate changes in the job which are commensurate with the salary and job title.

I confirm that I have read and understood the details contained within this job description.

I understand that by signing this document, I agree to the terms and conditions contained within it.

Signed	
Print Name	

Dated	
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PERSON SPECIFICATION

Job Title:	Receptionist & Administrator	
School:	The Cornerstone Academy	
ATTRIBUTES	CRITERIA	METHOD OF ASSESSMENT
Experience	General administration experience, preferably in an educational setting	Application form Interview References
Qualifications & Training	5 GCSEs with a minimum grade C or above in English and Maths, or equivalent qualifications or relevant experience Microsoft Office experience	Application form Certificates Interview
Aptitudes & Abilities	High level of accuracy and attention to detail Excellent IT skills Good organisational and communication skills Ability to work under own initiative and as part of a team Excellent customer care skills Ability to handle confidential information with discretion Ability to process, understand and communicate information, including statutory and legal requirements	Application form Interview References Practical assessment
Knowledge	Ability to use office technology and operate switchboard / telephony system Knowledge of Microsoft Office Educational Visits / trips (desirable) First Aid (desirable) Competent in data entry/analysis and reporting requirements Knowledge of school's behaviour and management policy and procedures Knowledge of school's fire and emergency procedures Knowledge of Child Safeguarding procedures	Application form Interview References
Attitude / Motivation	Pro active Team player Good interpersonal skills	Application form Interview References
Other Factors	Ability to manage and prioritise a busy workload Commitment to Equal Opportunities Enhanced DBS check	Application form Interview References DBS process