

JOB DESCRIPTION

Designation:	Receptionist / Community Engagement Administrator	Grade:	Scale 2
Reports to (Designation):	School Business Manager	School:	Chelwood Nursery School

Main Purpose of the job:

Under the instruction/guidance of the senior leadership team: provide a welcoming and supportive reception and information service to families, school visitors and the wider community.
To provide general clerical/ administrative/ financial support to the school.

Summary of Responsibilities and Personal Duties:

1. Ensure the provision of a welcoming, professional and accessible first point of contact for all families and visitors to the school, both orally and in writing. Maintaining confidentiality where appropriate.
2. Undertake reception duties; answering routine telephone, and face to face enquiries, signing in visitors and ensuring secure entry and egress for visitors.
3. Answer general queries about school admissions, school services and the schools teaching school programme.
4. Ensure the reception/welcome area is kept stocked with relevant information for families and the wider community
5. In consultation with the Senior Leadership Support Officer, ensure the schools social media pages are kept up-to-date and any queries received via the site/s are answered in good time.
6. In consultation with the Senior Leadership Support Officer, ensure the schools website pages are kept up-to-date and any queries received via them are answered appropriately.
7. Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
8. Maintain a booking system for the hire/use of school rooms / spaces.
9. Checking all resources are cleaned and put away at the end of the session.
10. Receive and deliveries and ensure correct stock/numbers have been received.
11. Update the schools remote learning site as required.
12. Maintain stock and supplies, ordering as required (within an agreed budget) then cataloguing and distributing as required
13. Receive admissions forms and enter them on to ScholarPack

14. Provide general clerical/admin. support e.g. photocopying, filing, faxing, complete standard forms, respond to routine correspondence
15. Maintain manual and computerised records/management information systems
16. Produce lists/information/data as required e.g. pupils data
17. Undertake typing and word-processing and other IT based tasks as required
18. Sort and distribute mail
19. Undertake administrative procedures
20. Maintain and collate pupil reports
21. Undertake routine administration of school lettings and other uses of school premises
22. Operate relevant equipment/ software packages (e.g word, excel, databases, spreadsheets, WordPress, Facebook, Twitter, YouTube, Google Sites)
23. Operate uniform/snack/other 'shops' within the school
24. Provide general advice and guidance to staff, pupils and others
25. Undertake general financial administration e.g processing orders

Responsibilities

1. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
2. Be aware of and support diversity and ensure equal opportunities for all
3. Contribute to the overall ethos/work/aims of the school
4. Appreciate and support the role of other professionals
5. Attend and participate in relevant meetings as required
6. Participate in training and other learning activities and performance development as required

Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department/Section.

Equalities

Ensure implementation and promotion in employment and service delivery of the Council's equal opportunities policies and statutory responsibilities

All employees are required to participate in the Performance review and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

Number of fully managed staff: 0

Number of partially managed staff: 0

PERSON SPECIFICATION

JOB TITLE: Receptionist / Community
Engagement Administrator

POST NO:

DEPARTMENT: Chelwood Nursery School

GRADE: Scale 2

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community S
- Understanding of how equality and diversity relates to this post S

Knowledge

- Experience using a range of ICT packages such as ScholarPack, Word, Excel, databases, spreadsheets, WordPress, Facebook, Twitter, YouTube, Google Education Suite S
- Use of relevant equipment/resources
- Knowledge of relevant policies/codes of practice and awareness of relevant legislation

Skills

- Good keyboard skills S
- Ability to relate well to children and adults S
- Ability to communicate at all levels S
- Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these S
- Ability to be well organized and work under own initiative S
- Ability to use judgement and common sense

Experience

- General clerical/administrative/financial/social media work S
- Good numeracy and literacy skills S

General Education

- NVQ 2 or equivalent qualification or experience in relevant discipline

Personal Qualities

- Customer orientated: motivated to provide a high level of service to all S
- Professional: have an understanding of importance of the work you do and you're your work / behaviour relates to the public's impression of the school
- Highly motivated: Able to use own initiative to effectively work through tasks in a systematic, thorough way, asking for assistance when needed S
- Keen to be part of our Outstanding Chelwood Nursery School team

DBS Disclosure Required? **No** **Basic** **Enhanced** Yes

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post