



Job Description

Reception and Administration Assistant

Grade: 5

Hours of work: Full-time. 36 hours per week. Term time only plus 2 weeks to be worked during the summer holidays. Hours of work are to be agreed upon but will be in line with college opening hours.

Contract Type: Permanent

Reporting to: Business Manager

Main Purpose of the Job:

- To provide an effective reception and administrative service to staff, students, stakeholders and all external visitors ensuring excellent customer service and a professional and positive welcome to all.
- To provide comprehensive administrative support to the college whilst protecting student learning time.
- To be responsible for the inputting and processing of information using the college student administration systems.
- To be responsible for the administration of annual reviews, student data, student attendance and student exams.

Main Roles:

General Reception Duties

This role is an essential first welcome to all visitors and will uphold the excellent reputation of Great Oaks College.

- Answer all telephone calls, keeping detailed notes of all messages to pass on to the relevant member of staff.
- Deal with queries on the telephone, via e-mail and in person from a range of sources including students, parents, staff, local authorities and the Department for Education/ESFA.

- Ensure that visitors have been appropriately vetted utilising the Single Central Register for external professionals in the building.
- Liaison with the car park attendant/site team to announce the arrival and departure of student transport, upholding student safety and reporting any concerns.
- Deal with daily requests including administration of student lunches, staff travel cards, outings forms and request cleaning support.
- Update the telephone list, transport list and College calendar.
- Deal with incoming and outgoing mail.
- Ensure a clean desk policy is maintained in the reception and adjacent areas.
- Make announcements over the telephone system to communicate with staff and to announce where help is required.
- Update records required for fire evacuation and understand the allocated duties required of reception staff during a fire evacuation.
- Maintain and update reception procedures ensuring that all relevant staff are aware of any updates.

General Administrative Duties

- Undertake a range of student-related administration.
- Utilise the electronic communication system to ensure that parents/carers are regularly updated with relevant information.
- Provide administrative support for marketing events.
- General data collection/input and production of statistical information and returns as required including for ILR returns and examination entries.
- Ensure that all records relating to students and families are accurate, up-to-date and accessible.
- Keep the filing up to date and organised.
- Order and distribution of stationery to staff.
- Collation and dissemination of information to colleagues and external stakeholders, i.e. college newsletter.
- Update the College website, when required.

Annual reviews and EHCPs

- Coordinate all college administrative processes required for annual reviews and EHCPs including invitations, preparation, typing and distribution of annual review paperwork.
- Receive EHCPs and store/ distribute them according to agreed processes. To monitor required updates to EHCPs following annual reviews.

Student Attendance and Welfare

- Ensure the daily administration of absences and report concerns regarding student absence to the Senior Leadership Team.
- Provide attendance data reports to the student causing concern meetings and sending out attendance letters.

Exams administration

- Enter students for accreditation, print and securely store assessment papers and undertake other exam-related administration.

General Duties

- Stationery Supplies stock management. This includes placing orders, receiving stock, and moving heavy or bulky boxes.
- Undertake any other duties as requested by the Business Manager, HR Officer and/or the Principal commensurate with the grade.
- Ensure that all contact with parents/carers and staff is prompt and effective.
- Ensure excellent attention to detail, a professional attitude to work and confidentiality of personal data.
- Assist with other tasks that support the smooth running of the College day.

Equal Opportunities: The College has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote this in their own work.

Health and Safety: The College is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

Confidentiality: The College is committed to maintaining the privacy of all its staff and pupils. It expects all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Safeguarding: The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

SIGNATURES

Name of Line Manager:

Signed..... Dated.....

Name of Post holder:

Signed..... Dated.....