



## **Job Description**

### **Receptionist/Administrator**

#### **Grade: 4**

**Hours of work:** 36 hours per week. 8am - 4pm  
Term time only – 39 weeks per year

**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 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.

- 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 staff travel cards, outings forms and requesting cleaning support.
- Deal with incoming and outgoing mail and deliveries.
- 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.

#### **General Administrative Duties**

- Undertake a range of student-related administration including qualification information required for the ILR.
- Utilise the electronic communication system to ensure that parents/carers are regularly updated with relevant information.
- Provide administrative support for 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.
- Assisting with administration relating to student admissions, assessments and enrolment.
- Support the wider admin as and 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.

**Exams administration**

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

**General Duties**

- Stationery and supplies stock management. This includes placing orders and receiving deliveries.
- 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.....