

**CRAMLINGTON LEARNING VILLAGE
JOB DESCRIPTION**

Post Title: RECEPTIONIST/ADMINISTRATION ASSISTANT		Office Use
Grade: Band 3	Workplace: Cramlington Learning Village Secondary School	
Responsible to: Exams, Cover & Office Manager	Date: April 2019	Manager Level:
Job Purpose: Under the guidance of senior staff: be responsible for undertaking administrative, financial, organisational processes within the school. Assist with the planning and development of support services.		
Resources	Staff	Small number of staff as necessary
	Finance	Money Handling, Ordering, Assist with budgets and small amounts of petty cash
	Physical	Office Equipment, Accuracy and Security of Databases
	Clients	Internal (Teachers, Other Staff, Pupils, Governors) and External (Parents, Visitors, Members of the Public). Providing relevant advice and information to Northumberland County Council and Government Agencies
Duties and key result areas:		
Organisation		
<ol style="list-style-type: none"> 1. Assist with the organisation of the work of a small group or team of staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards 2. Contribute to the induction, appraisal, training and development of less experienced colleagues, acting as coach and mentor as necessary 3. Deal with complex reception/visitor matters 4. Contribute to the planning, development and organisation of support service systems/procedures/policies 5. Assist with school trips/events etc 		
Administration		
<ol style="list-style-type: none"> 1. Welcoming visitors and dealing with security arrangements i.e. visitors sign-in and issuing security passes, answering and fielding calls, taking messages, dealing with enquiries on the phone, face to face and via email, dealing with deliveries and assisting with pupil enquiries. 2. Enforcing vetting procedures, obtaining vetting details e.g. DBS details, Photographic ID etc. for the Single Central Record in line with schools safeguarding procedures. 3. Develop administrative systems in order to meet specific local requirements 4. Manage manual and computerised record and information systems e.g. SIMS 5. Analyse and evaluate information and produce reports and information as required 6. Undertake typing and word processing and complex IT tasks e.g. handling specific school based record systems and databases 7. Provide personal, administrative and organisational support to other staff 8. Provide organisational support to the Governing Body 9. Undertake the administration of complex procedures 10. Complete and submit complex forms and returns e.g. Exclusions etc., including those to outside agencies e.g. DfE 11. Monitoring of uniform stock levels and update of the uniform stock list spreadsheet 12. Co-ordination of uniform sales during year 6 parents evenings 13. The continual updating of cross campus information screens 14. The organisation and scheduling of school photograph days 15. Responsible for the administration of the school exclusion process 16. Co-ordination of whole school mailshots, including those sent via the text messaging system. 17. Providing general administrative support to the Senior Management in the Junior Learning Village and Senior Learning Village 		

18. Provide administration support for Exams, Cover and Office Manager
19. To assist with the processing and checking of external examination entries
20. To co-ordinate the coursework/estimated grades associated with external examinations
21. To book external invigilators
22. To access archived school results via internal filing systems and external websites
23. To assist in the briefing of external supply teachers on their arrival, prior to deployment within school
24. Providing a comprehensive reprographics service including the production of complex documents i.e. production of conference booklets and external training materials
25. Maintaining adequate stocks of paper and consumables to ensure all reprographics requests are met
26. Producing monthly accounts to record reprographics and paper usage by Department, and submitting these to the Finance Department on a monthly basis
27. Liaising with reprographics leasing companies and their Engineers to resolve breakdowns.
28. Responsibility for the school post system, including the franking of all out-going mail and the postage of recorded and couriered parcels
29. Maintaining the credit upon the school franking machine to ensure that sufficient credit is always available.
30. Monitoring the stock levels of envelopes and re-ordering when necessary.
31. Provide regular secretarial and administrative support to the Attendance Manager
32. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed
33. Respond to more complex or detailed enquiries both verbally and in writing
34. Arrange and co-ordinate room bookings.
35. Arrange meetings, attending and taking accurate, straightforward notes as requested
36. Ensure care and reconciliation of petty cash and other amounts of cash or cheques
37. Maintain petty cash accounts in accordance with Financial Regulations
38. Support Headteachers PA / School Manager in collecting and processing vetting documentation for new staff.

Resources

1. Operate relevant equipment and complex ICT packages
2. Manage any retailing activity that takes place within the school e.g. uniform sales.
3. Provide advice and guidance to staff, pupils and others
4. Undertake research and provide information to inform decisions
5. Assist with procurement and sponsorship
6. Assist with the marketing and promotion of the school

Responsibilities

1. Comply with and assist with the development of policies and procedures relating to:
 - a. Child protection
 - b. Health and safety
 - c. Data protection
 - d. ConfidentialityReporting all concerns to an appropriate person.
2. Support the school's policies that ensure equality of opportunity
3. Contribute to the overall ethos of the school
4. Establish constructive relationships and communicate effectively with external agencies
5. Attend and participate in regular meetings
6. Participate in training and development as required.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and

responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Own transport required to travel within and out with the County
Working patterns:	Normal work patterns
Working conditions:	Normally indoors and office based