


Receptionist/Administrator			
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## Job Description

Location	<i>King Henry VIII Junior School - Administration</i>
Contract Type	<i>Full Time TTO plus 10 days</i>
Working hours	<i>Monday – Friday 8am – 5pm (happy to consider 8am to 4pm)</i>
Reporting to	<i>School Business Manager</i>

## School Ethos:

King Henry's Junior School is a fantastic place to work. Situated in the heart of Coventry, our school blends 500 years of tradition with 21st Century innovation to provide a challenging curriculum with wide ranging extra-curricular opportunities in a happy and vibrant atmosphere. The staff team is warm and welcoming, the children are friendly, polite, and hard-working, and our parents are supportive and engaged. If you would like to be a part of this and have the skills and personal qualities to make us even stronger, then we would love to hear from you. It is an exciting opportunity for an enthusiastic, motivated, and flexible individual to join our School.

## Role Summary

To provide a comprehensive and general administration and reception support across the Foundation. To work on specific tasks / activities as requested developing specialist skills or knowledge as appropriate

## Main Duties & Responsibilities

### GENERIC ROLE

#### Customer Focus

- Model' excellent professional relationships with pupils, parents, staff, and external visitors providing an excellent administrative service to all


#### Reception

- Undertake reception duties, act as first point of contact in response to telephone and face to face enquiries ensuring all visitors receive an excellent level of customer service and support
- Offer a helpful, friendly, approachable, and professional service always and take appropriate action on own initiative, resolving minor matters, referring more serious matters to appropriate member of staff
- Ensure that staff and pupils receive messages (telephone, email, face-to-face) promptly and accurately

#### Administration

- Provide a general and comprehensive administration support service including photocopying, the management of generic and own email inboxes, opening, sorting, and distributing incoming post and ensuring outgoing post is promptly and effectively managed.
- Management and production of correspondence both electronic and paper based, updating websites as required.
- Maintain notice boards, update timetables/rotas/room bookings, sort and distribute mail
- Provide general administrative support to staff including production of information packs for pupils and parents, correspondence, reports, references, mail, diaries, appointments, and meetings,
- Assist with paperless and paper-based methods of communication by sending out emails, bulletins, and newsletters, where appropriate posting information onto relevant websites.



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- Assist members of staff in preparing for meetings (internal and external), school events and Functions through the preparation of agendas, papers / presentations, taking minutes / notes and logistical arrangements (including catering).
- Liaise with parents and other external bodies as required ensuring all receive an excellent level of customer service and support.
- Provide a point of contact for parents (current and prospective), staff and external agencies wishing to access administration support

### Data Management

- Maintain high standards when managing confidential information, always complying with the Foundation's data protection procedures and legal requirements.
- Updating and maintaining records, producing reports where required and highlighting areas of concern where appropriate.
- Maintain and keep up to date relevant filing and record management systems, regularly archiving files in line with record retention policies and relevant legislative requirements


### KEY TASKS

- Support and coordination of pupil attendance including the production and updating of registers and implementing appropriate procedures when children are missing or otherwise not accounted for.
- The coordination of cover arrangements for absent teachers on a planned and non-planned basis
- The production and circulation of the school calendar and co-curricular schedule
- Administrative support to Governor Committees and Groups including the production of agendas, logistical arrangements, minute taking and checking progress against actions
- Project and event coordination for specific events e.g. prize giving, entrance exam, parent consultation evenings
- Administration support to the designated safeguarding lead
- Administrative support in the preparation and circulation of pupil reports and assessment sheets
- Management of lost property and locker keys
- Updating the emergency / business continuity procedures
- Administration and coordination of prescribed medication as required
- Minor first aid provision as required
- Any other additional tasks/responsibilities to fulfil the needs of the role

### Personal Specification

Personal Characteristics
Experience of working in an office environment
Full computer literacy – Microsoft Office: Word, Excel, Publisher, PowerPoint; My Concern; ISAMS; Outlook and Internet.
Effective written and verbal communication skills
Ability to work on own initiative and make decisions in line with established processes and procedures
Ability to work as a member of a collaborative team.
Ability to organise and plan own work
Ability to relate to all staff and pupils within the school environment.
Ability to approach all confidential matters with discretion, sensitivity, and diplomacy, preserving the integrity of school information and complying with the requirements of the Data Protection Act and GDPR



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