



## St Laurence School Job Description

<b>Title of Post:</b>	Part-time Receptionist & Admin Assistant
<b>Grade:</b>	NJC Pay Scale Grade C SCP 2 - 4
<b>Contract Terms:</b>	NJC Terms and Conditions SLS Generic job description for all support staff 15 hours per week 39 weeks per year
<b>Fundamental Task:</b>	Welcoming and directing visitors to relevant location or person; answering busy switchboard and taking messages appropriately.
<b>Relationships:</b>	The postholder is responsible to:- <ul style="list-style-type: none"><li>Office Administrator</li><li>Director of Finance &amp; Operations in all matters</li></ul> <p>Professional interaction with colleagues is expected in order to maintain productive relationships and promote mutual understanding.</p> <p>Staff are entitled to expect courtesy and respect from students and are expected to work towards a constructive and harmonious relationship with them.</p>
<b>Main Duties:</b>	<b>Reception &amp; Customer Service</b> <ul style="list-style-type: none"><li>Oversee Reception, ensuring excellent service and prompt responses to staff, students, visitors, parents and external enquiries.</li><li>Maintain effective visitor management and switchboard operations.</li></ul>
<b>Key Tasks:</b>	<b>Administrative Support</b> <ul style="list-style-type: none"><li>Perform general admin tasks: word processing, photocopying, filing, messaging, calls, and email handling.</li><li>Manage incoming/outgoing post and deliveries.</li><li>Provide support for departmental admin and events (e.g. tutor/parent evenings).</li></ul> <b>Staff &amp; Student Liaison</b> <ul style="list-style-type: none"><li>Respond to staff support calls and related paperwork.</li><li>Coordinate with the Student Receptionist and staff on duty via walkie-talkies.</li><li>Handle lost property and staff enquiries related to Reception.</li></ul> <b>Systems &amp; Data</b> <ul style="list-style-type: none"><li>Input academic and pastoral data into Bromcom.</li><li>Follow school policies and contribute to team meetings, training, and appraisals.</li><li>Assist with the administrative arrangements for tutor/parent evenings and special events.</li></ul>
<b>Decision Making:</b>	The jobholder has no direct decision-making responsibility but is responsible for adherence to Whole School and Departmental policies.
<b>Resources:</b>	The post holder is accountable for the accurate handling and security of incoming and outgoing post and letters handed directly to Reception.
<b>Working Environment:</b>	The work must be completed methodically and to deadlines and the programme of work. There will be a high level of interaction with students and outside agencies. Contact with students/parents is about routine matters. Extensive use of Display Screen Equipment

**For all staff** - You have specific responsibilities under Health and Safety / Safeguarding legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do.
- Cooperate on all issues involving health and safety.
- Use work items provided for you correctly, in accordance with training and instructions.
- Do not interfere with or misuse anything provided for your health, safety or welfare.
- Report any health and safety concerns to your line manager as soon as practicable.
- Report any safeguarding concerns to a senior member of staff.
- Attend safeguarding training as requested.

Notes: The jobholder must have the ability to undertake a range of tasks involving the interaction with all School stakeholders.

- a) The postholder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. Such variations are a common occurrence and would not themselves justify the re-evaluation of the post. In cases, however, where a permanent and substantial change in duties and responsibilities of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation. (Officers temporarily undertaking additional duties are covered by NJC Conditions of Service, Section 3, paragraph 35).
- b) In line with school policy, all job descriptions are subject to review each year, to support professional development of the postholder and to ensure that the role meets the challenging needs of the school