



Job Description Receptionist and Office Administrator

Name:	Receptionist and Office Administrator
Reporting to:	Team Leader/Operations Manager
Working Time:	37 hours per week, TTO + 10 Days
Salary/Grade:	Band 5
Disclosure level:	Enhanced DBS

Post Purpose:

- The post holder will provide Reception and administrative support for the College.
- To ensure efficient and effective day to day procedures are carried out.

Key Responsibilities:

To support Staff, Students and Parents and to maintain the high standards of front of house. This will include:

- Meet and greet all visitors assisting to their needs and requirements
- Receive and make telephone calls, deal with personal enquiries and act as appropriate
- Maintaining a welcome and friendly reception area keeping all entrance notice boards up to date and relevant
- To ensure that the reception area and main office is kept tidy, informative and welcoming to staff and visitors at all times
- Managing the College's Room Booking system for meetings
- Attending to the Student window and assisting to any issues arising
- Answer and assist to any staff requests via the College radio system
- To receive and disseminate post and parcels
- To contact parents/carers regarding sick students, arranging collection for them
- Regularly check Synergy for correspondence from parents including sending texts and emails
- Daily management of the HT Admin Inbox responding to any emails in a quick and timely manner
- To use relevant ICT packages to provide administrative and clerical support services, including photocopying, filing, emailing and responding to enquiries
- To respond to queries from staff, students and parents in line with College policy and procedures, giving information and advice as appropriate
- Word processing of College documentation as requested
- Maintain computer records using SIMS and Synergy of students' personal details as necessary
- Produce appropriate correspondence under the direction of the Admin Team Leader
- To take minutes of Staff Briefing and produce the staff bulletin on a weekly basis



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Deputy Headteachers: Peter W Hayward and Laura Ovens

- Complete delegated administrative tasks through the Synergy Help Desk
- This role is one part of the team of administration staff and there will, on occasions, be a requirement to cover for an absent colleague as directed by the Team Leader/Operations Manager
- Any other duties commensurate with the duties/responsibilities/grade of the post

The College will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date below but will be reviewed on an annual basis, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Signed _____
(Post Holder)

Dated _____
(Postholder)



Person Specification

Attributes	Essential	Desirable	Assessment
Qualifications and Training	<ul style="list-style-type: none"> • 4 GCSE A-C including English • Level 2 Typing Qualification • NVQ 2 in Business Administration or relevant equivalent • First Aid 	<ul style="list-style-type: none"> • Level 3 Typing Qualification • NVQ 3 in Business Administration or relevant equivalent 	<ul style="list-style-type: none"> • Application form • Letter of application • References
Experience	<ul style="list-style-type: none"> • A minimum of 2 years recent relevant experience including experience of word processing, mail merge documents, spreadsheets and maintaining records • Experience of working in a Reception/customer focussed role, including handling a wide range of queries and acting upon them. • Working in an office environment 	<ul style="list-style-type: none"> • Working in a school environment 	<ul style="list-style-type: none"> • Application form • Letter of application • References • Interview
Knowledge and Understanding	<ul style="list-style-type: none"> • Word, Excel, PowerPoint, Email and Internet. • Dealing with a busy Reception/dealing with visitors in professional manner 	<ul style="list-style-type: none"> • SIMS 	<ul style="list-style-type: none"> • Letter of application • References • Interview
Skills and Personal Qualities	<ul style="list-style-type: none"> • Professional approach to work • Excellent attendance and punctuality • Ability to work to strict deadlines • High standards of English • Ability to prioritise workload • Positive and proactive attitude to work • Accurate typing ability • Polite manner • Ability to work calmly under pressure 		<ul style="list-style-type: none"> • Application form • Letter of application • References • Interview



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	<ul style="list-style-type: none"> • Able to work as part of a team and on own initiative • Approachability • Ability to communicate effectively with staff, students, parents/visitors • Good organisation skills 		
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Training

The successful candidate must be prepared to undertake training and development, as required, particularly in relation to the introduction of new technologies and continuous professional development.

Support Staff Benefits

Currently the School offers a wide range of benefits to staff, including:

- A strong commitment to professional development, with a substantial budget for whole school training and individual courses.
- Enrolment into Teesside Pension Fund.
- Free parking on site
- Free use of the state-of-the-art Tunstall Active including fitness suite, swimming pool and 3G pitch
- Annual flu vaccination
- Medical benefits including quick access to Occupational Health, Physiotherapy and Counselling