



**Job Title:** Receptionist / Administrator

**Responsible to:** HR Manager

**Job Summary:**

The Receptionist provides first point of contact support to the Charity, ensuring excellent customer service when greeting visitors ensuring a positive first impression in person and when responding to internal and external calls, radios calls, or other enquiries. This role is responsible for ensuring the reception area is a welcoming place that is always presented to a high standard.

Administration duties provide support to the HR Manager, Admin Team, and wider School Team. The individual must be extremely organised and must be able to work to tight deadlines.

**Main Duties**

**Receptionist:**

- Act as first point of contact and respond appropriately to all visitors (to include contractors), telephone and radio calls promptly, mail, arrivals and deliveries. Liaising with relevant departments to ensure visits, calls, deliveries and letters are passed on quickly and accurately.
- Updating the mail log, posting letters or items correctly and promptly, as required.
- Ensuring all visitors and new visitors are signed in appropriately and moved on quickly from the reception area (where required, new visitors complete a new visitor / contractor form).
- Assume responsibility for the Reception area, proactively ensuring the desk, visitor area and area behind the Reception are always clean, tidy (avoid of any clutter) and presented to a high standard, the TV presentation is playing (and is kept updated), lights are on, and the area is heated to the correct temperature for the time of year, and all photographs, posters, notice boards and any seasonal decorations are also displayed to a high standard (reporting to the appropriate department if not).
- Log absence calls (for both staff and pupils), and general calls from parents, passing on information accurately and in a timely manner, and updating systems, such as absence log, SIMs and CPOMS, as appropriate.
- Print Fire Registers for both staff and pupils, ensuring they are distributed, in line with Charity policy.
- Managing deliveries, liaising with relevant departments to ensure visits, calls and deliveries are passed on quickly and accurately and collected by the appropriate person or department.
- Order stationary items, inks and water for general stock, promptly storing items once deliveries have been checked. Manage any returns, as required, for the Administration Team and wider Charity.
- Manage the first aid box termly replenishment process, ensuring all class and minibus first aid boxes are returned, checked for used by dates, restocked as appropriate and re-distributed in a timely manner (this includes the self-collection and re-delivery of boxes situated out of classroom areas).
- Complete new agency starter pack on first day, setting up file and informing them of procedures (see HR section also).
- Use sign in and out sheets to accurately complete agency staff timesheets on a weekly basis, liaising with the HR Manager for any queries, and passing to the Finance Executive for payment.

- Update pupils medication forms on a monthly basis, ensure medications cabinet is neat and tidy at all times, with all medication and files readily available, following the Administration procedures.
- Assist the CEO with Board meetings, committee meetings and Board papers, ensuring all paperwork is accurate and ready for distribution (four times per year), meeting requests are sent electronically as diary invites for the agreed dates and times, as well as sending out emails updating all Board members (Trustees and Governors) of the dates and times of all meetings, updates and general information, as required.

#### **HR Administration Support:**

- Complete, distribute, log and monitor the return of staff information forms (such as absence forms, policy sign off forms and training forms etc.as required).
- Log completed training / training certificates and CPD information accurately.
- Ordering items for HR, including, but not limited to stationery and staff uniform / ID Badges.
- Support the HR Manager with general HR Administration tasks, including but not limited to the recruitment and leaver procedures, adverts, general correspondence and filing of HR paperwork.

#### **General / School Administration Support:**

- Assist with pupil medication and first aid, as required, accurately updating the accident records file as appropriate.
- Work with the wider Administration Team to assist with any general school administration tasks (such as bookings, correspondence, pupils letters, newsletters, certificates, reading logs etc.), logging damage and any breaches on relevant logs, petty cash vouchers, and orders (including food, uniform, other items), as required.
- Assist with proof-reading, such as policies, as may be required from time to time.
- Approve pending social media posts / responses, and ensure they are responded to by the appropriate department.
- Assist the Administration Team during fire drills and evacuations, with fire registers, stopwatch, medications / grab bag, as per the Charity's Fire Policy and fire evacuation procedure.

#### **Other:**

- Support Talbot House Children's Charity's commitment to safeguarding children and promoting their welfare and contribute to the overall ethos / work / aims of the school.
- Be a strong role model for pupils.
- Be aware of, and comply with key policies and procedures, for example, health & safety, equality and diversity, security, confidentiality, data protection, reporting all concerns to line management.
- Operate as a supportive member of the team by providing support and assistance to other members and attending and participating in team meetings.
- Participate in training, other learning activities and performance development as required.
- Drive company vehicles as required for the role (to include but not limited to cars and minibuses), with or without pupils present.
- The above list is not exhaustive and other duties may be attached to the post from time to time.
- Variation may also occur to the duties and responsibilities without changing the general character of the post.

To apply please fully complete our application form, using the personal specification to help you complete the 'skills, experience and knowledge' section of the form. Applicants who read our Tips for Applicants document before completing this section of our application form are more likely to be offered an interview. You will find our Tips for Applicants document attached above.

If you have any queries regarding this position or the application process, please contact the HR Department on 0191 229 0111 or email HR at: [hr@talbothousecc.org.uk](mailto:hr@talbothousecc.org.uk)

*Note: The Charity is committed to safeguarding and promoting the welfare of children and expect all staff to share this commitment. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff to share this commitment (see full policy details on our website). This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances and continued subscription to the DBS Update Service. Please see link for further information:*

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/945449/rehabilitation-of-offenders-guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/945449/rehabilitation-of-offenders-guidance.pdf)

*Please note that this role is classed as regulated activity as it involves working directly with children and / or vulnerable adults. All short-listed candidates will be asked to complete a criminal records self-declaration form prior to interview. Please note it is an offence to apply for this role if the applicant is barred from engaging in regulated activity relevant to children and the Charity has the right to respond appropriately.*

*We can only accept a Charity Application Form for this role. We are not able to accept CVs for any role. If you submit a CV it will not be reviewed. Please view our safer recruitment policy. Applicants should be aware that any relevant issues arising from their declarations and references will be addressed at interview.*

## Personal Specification:

CRITERIA ESSENTIAL / DESIRABLE CRITERIA FOR THE ROLE & WHERE TO EVIDENCE		ESSENTIAL / DESIRABLE CRITERIA	EVIDENCE:
<b>QUALIFICATIONS, EXPERIENCE &amp; TRAINING</b>			
1	GCSE grade C or above in English Language and Maths	E	A
2	Previous experience in a Reception and Administration role	E	A/I/R
3	Previous experience in a HR / School administration role	D	A/I/R
4	Excellent ICT experience using Microsoft Office (Word/Excel)	E	A/I/R
5	Experience of creating and maintaining spreadsheets, using Excel and Teams to record information	E	A/I/R
6	Experience in use of School Information Management Systems (SIMS and CPOMS)	D	A/I/R
<b>ABILITIES &amp; SKILLS</b>			
7	Excellent spoken and written communication skills (including an excellent phone manner).	E	A/I/R
8	Excellent proof-reading and grammar skills	D	A/I
9	Works in a methodical and well organised manner and able to prioritise work	E	A/I/R
10	Demonstrates attention to detail and able to work accurately and thoroughly	E	A/I/R
11	Able to relate well with all staff and pupils within the setting	E	A/I/R
12	Ability to work flexibly and is open to change	E	A/I/R
13	Demonstrates an understanding of the importance of safeguarding	E	A/I/R
<b>PERSONAL QUALITIES</b>			
14	Enthusiastic and a positive outlook	E	A/I/R
15	Good people skills	D	A/I/R
16	Work as part of a team and independently	D	A/I
17	Demonstrates sensitivity and understanding	D	I
18	Has a naturally proactive approach	D	A/R
19	Smart in appearance	E	I
20	Demonstrates a professional manner	E	I
21	Willingness to undertake CPD	D	A/I
22	Enhanced DBS Certificate / DBS Online Subscription	D	A

*A = Application Form, I = Interview, R = Reference*