

METROPOLITAN BOROUGH OF KNOWSLEY

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| SCHOOL | Alt Bridge |
| POST TITLE | Reception Office Manager |
| GRADE | ADMIN LEVEL 3 |
| RESPONSIBLE TO | SBM |

MAIN PURPOSE

To manage the day to day running of the reception office and manage a team of reception staff. To be responsible for undertaking administrative and organisational processes within the school under the guidance of senior staff. To organise cover for staff absences and manage the transport arrangements for pupils travelling to and from school.

MAIN DUTIES

Administration

Undertake typing, word processing and other ICT based tasks including the production of letters, reports, schedules etc.

Analyse and evaluate data / information and produce reports / information as required.

Maintain manual and computerised records and/or management information systems.

Manage the administration of school lettings and other uses of school premises.

Sorting and distributing the internal and external mail.

Provide routine clerical support in relation to the production and distribution of specific materials e.g. school newsletters, school prospectus etc.

Organisation

Undertake reception duties, answering telephone and face to face enquiries and signing visitors in and out.

Organise school trips, visits by the school nurse, photographer, linked schools, parents etc.

To assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/carers and/or staff etc.

To organise and provide clerical support, e.g. photocopying, filing, emailing, completing routine forms and responding to routine and complex correspondence.

To manage the Headteacher's diary including the arrangement of meetings, appointments etc.

Resources

To accurately record all money for trips, charity events, dinner etc.

Maintain stock and supplies of resources, cataloguing and distributing as required.

Provide general advice and guidance to staff, pupils and others.

Support for the School

Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Be aware of and support difference to help ensure everyone has equal access to the services of the school and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.

Contribute to the school ethos, aims and development/improvement plan.

Work as part of a team, appreciating and supporting the role of other people in the team.

Attend and participate in meetings as required.

Undertake personal development through training and other learning activities including performance management as required.

Supervise admin staff as appropriate, assisting in the induction of other support staff as required.

Line Management

To manage the day-to-day running of the reception office and manage a team of reception staff.

Ensure effective team communication, holding regular team meetings with managed staff.

Undertake recruitment, induction, training and development and performance management appraisals of managed staff.

Note This is not a comprehensive list of all tasks which may be required of the postholder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.

Personal Attributes

Communication & Influence

Communicates in a clear, accurate and succinct manner to delivering information to the right person ensuring they understand the message. Ensures that method of communication is appropriate to achieve the required result. Provides factual information as requested or re-directs requests to a more appropriate person.

Team working

Acts in a manner consistent with team goals, standards and values, actively co-operating with colleagues in own area. Maintains open and honest relationships with colleagues and shows sensitivity to the needs and feelings of others. Actively listens to take account of others' views and opinions. Works with the team to generate solutions and reach consensus.

Organisational Awareness

Demonstrates a broad knowledge of the schools activities and how they contribute to the schools performance as a whole. Is able to describe the current activities in their area and whole school developments. Demonstrates how own job performance contributes to the schools vision.

Adaptability

Responds positively to the change process. Helps others to understand the need and reasons for change. Effectively implements new ideas and methods to adapt working practices. Helps plan, develop, set up and monitor systems and processes to effect change. Challenges conventional thinking and existing practices.

Use of technology

Is able to use and understands the purpose of information communication technology (ICT) and has the ability to search for and extract information from a range of technology. Adapts data according to particular needs and presents it appropriately.

Professional Values and Practice

Ability to build and maintain successful relationships with people, treat them consistently, with respect and consideration.
Ability to work collaboratively with colleagues and carry out the role effectively, knowing when to seek help and advice.
Ability to improve your own practice through observations, evaluation and discussion with colleagues.

Experience & Knowledge

Experience of clerical/administrative/financial work.
Knowledge of relevant policies/codes of practice and an awareness of relevant legislation.
Appropriate knowledge of First Aid.
Basic awareness of inclusion, especially within a school setting.

Qualification & Training

Level 2 qualification in Numeracy/Maths and Literacy/English or equivalent qualification.
NVQ Level 4 in Administration/Business or equivalent qualification or experience.
Requirement to complete Support Staff Induction Programme.
Requirement to complete Appointed Persons First Aid at Work training.

Date Issued:

Line Manager Signature:

Employee Signature:
