

RECEPTIONIST ADMIN ASSISTANT Harris Primary Academy Philip Lane

Grade 3 (Inner London) + Performance and Loyalty Bonus + Harris Wellbeing Cash Plan + Pension Scheme (LGPS) + Additional Harris Benefits

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For a confidential discussion about this post with the Principal, more information or to arrange a visit, please contact the school on 020 8808 3231 or info@harrisprimaryphiliplane.org.uk



Job Purpose

To be the first point of contact for all visitors to the academy, staff and students. To assist in the management of the reception area as well as providing administrative support in order to contribute to the smooth running of the academy.

Main Areas of Responsibility

- To present the professional and welcoming face of the Academy to all visitors, staff and students, including telephone callers.
- To ensure all visitors are signed in to the academy in accordance with safeguarding procedures.
- To respond to queries from parents/carers and the general public with exemplary professionalism, ensuring that any messages or complaints are immediately dealt with, forwarded to the appropriate member of staff or escalated as required.
- To ensure the overall appearance of the reception area is tidy, professional and presentable at all times.
- General administrative duties such as typing, photocopying, filing, collation and distribution of post.
- In liaison with appropriate academy staff, to contribute to the maintenance of academy information databases and filing systems relating to pupils, ensuring confidentiality is observed at all times and records are accurate and up to date.
- To assist academy staff in all aspects of academy life, including contacting parents and pupils where necessary.
- To provide general administrative support to the academy as required, including preparation of documentation, and administrative duties relating to specific areas such as academy calendar maintenance, extra-curricular activities, school trips, school meal arrangements.



Academy Ethos

- To undertake such other duties as may be required, commensurate with the level of responsibility of the post
- To engage actively in the performance review process, addressing appraisal targets set in conjunction with the line manager each autumn term
- To participate in training and other professional development learning activities as required.
- To promote equal opportunities and celebrate diversity in all aspects of the academy.
- To play a full part in the life of the academy community, to support its distinctive aim and ethos and to encourage staff and students to follow this example.
- To support and attend academy events such as Open Evening.
- To promote actively the academy's corporate policies.
- To adhere to the academy's Dress Code.
- To comply with the academy's Health and Safety policy and undertake risk assessments as appropriate.
- To be familiar with and promote safeguarding requirements, demonstrating adherence to the DfE Guidance 'Keeping Children Safe in Education and the academy's Safeguarding/Child Protection policies.
- To be aware of and comply with all academy and Federation policies and procedures, in particular those relating to conduct, child protection (as above), health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.



Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The academy 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 (as defined in the Equality Act 2010).

Following consultation with you this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Person Specification

Attributes	Description	Desirable
Qualifications, Knowledge & Training	<p>Educated to GCSE level or equivalent</p> <p>Competent in the use of Microsoft Office packages</p> <p>Proficient in the use of computers and databases</p>	Educated to A Level
Experience	<p>Previous experience in an administrative or front office/reception role</p> <p>Demonstrable customer service experience</p>	Experience of working in a school or educational establishment
Personal Skills, Abilities & Qualities	<p>Good level of interpersonal and communication skills, with a good standard of written and spoken English</p> <p>Excellent organisational and time management skills, with the ability to prioritise tasks appropriately</p> <p>Commitment to delivering excellent level of professional customer service</p> <p>Ability to remain calm and deal with challenging callers or visitors in an appropriate manner</p> <p>High level of attention to detail and accuracy of work</p> <p>Ability to work effectively as part of a team;</p> <p>Ability to be resourceful and proactive, in particular where unexpected issues arise</p> <p>Ability to work effectively with people across a wide range of levels and responsibilities</p> <p>Ability to maintain confidentiality; having tact and diplomacy where necessary.</p>	
Academy Ethos	<p>Enthusiasm for and commitment to the achievement of the Academy/ Federation's overall vision for success at all levels.</p> <p>Motivation to work with children and young people.</p> <p>Ability to build and sustain professional standards, relationships and personal boundaries with children and young people.</p> <p>Emotional maturity and resilience in dealing with challenging behaviours.</p> <p>Ability to contribute towards creating a safe and protective environment.</p> <p>Empathy with the aims and objectives of Harris Federation</p> <p>Willingness to continue professional development.</p> <p>Commitment to maintaining high standards and expectations.</p> <p>Commitment to contributing to academy life as a whole.</p> <p>Commitment to equality of opportunity, valuing diversity and the safeguarding and welfare of all students.</p>	

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post. The job-holder will ensure that academy policies are reflected in all aspect of his/her work, in particular those relating to:

- 1) Equal Opportunities
- 2) Health and Safety
- 3) General Data Protection Regulations (2018)
- 4) Safeguarding children

HOW TO APPLY

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Thank you for your interest in our school. We look forward to receiving your application.

*If you think a career with us is right for you, discover more at:
www.harriscareers.org.uk*