



Bexhill
Academy

Gunters Lane
Bexhill-on-Sea
East Sussex
TN39 4BY
01424 730722

'Join us on our exciting journey to become a great school'

We are seeking to appoint an outstanding and enthusiastic

Receptionist/Administrator

Basis: Permanent post offering 37 hours per week, 8.00am – 4.30pm Mon-Thurs and 8.00am – 3.30pm on Fridays, term-time only

Salary: Equivalent to NJC Scale 1 Points 6-11 - £16,394-£17,007 per annum pro rata (actual salary £14,061.00-£14,586.77 per annum) Pay award pending (from 1st April 2019) NJC Scale 1-3 £17,364-18,065 per annum pro rata (actual salary £14,892.96-£15,492.21 per annum).

Due to internal promotion we require a new member of our Support Staff Team to facilitate our student reception area. The post offers attractive work/life balance with term time employment, providing up to 13 weeks holiday.

You will deal with students, staff and parents/carers and therefore you will need to have a professional, assertive, calm demeanour as well as a sense of humour and good communication skills. This is very busy and varied role and will suit an organised and adaptable person with proficient computer skills. Often the first port of call, you will be required to have a smart appearance and clear telephone manner. A minimum of GCSE Level 4 (or equivalent) in Maths and English is required. If you think this is you, we welcome your application.

Bexhill Academy is an OFSTED rated 'Good' in a modern building with excellent facilities as well as a unique staff reward system offering free or heavily subsidised staff social events and after school fitness classes. We are a friendly supportive community, who value our staff.

Informal chats or visits are welcomed; please contact Business Manager, Michelle Hercock michelle.hercock@bexhillacademy.org or Jill Hunt, HR Manager jill.hunt@bexhillacademy.org to arrange.

Closing Date: 9.00am on Monday 25 February 2019

Interviews: will be held at the end of that week or week beginning 4th March 2019.

Please see our website www.bexhillacademy.org for further information and the Academy application form. Completed applications should be sent to– jill.hunt@bexhillacademy.org

Please note that we do not accept CV's or approaches from agencies.

The Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The successful applicant will be subject to an Enhanced DBS check.

JOB DESCRIPTION

Post: Receptionist & Administrator

Salary: NJC Scale 1 Points 6-11 (from 1st April 2019 Points 1-3 – pay award and scale restructure)

Reports to: Business Manager

37 hours a week, Term Time only. Monday – Thursday 8.00a.m. - 4.00p.m. Friday 8.00a.m. – 3.30p.m.

You will be committed to safeguarding and promoting the welfare of children and young people. (DBS checks are compulsory).

This is a varied post and a degree of flexibility is essential, this post is based on the internal side of the Academy reception area.

Main purpose of the job;

- To be a professional and friendly ‘first port of call’ for internal and external stakeholders of the Academy
- To be responsible for the internal reception area and related duties
- To meet and greet visitors and internal stakeholders in a polite and professional manner.
- To answer and direct telephone calls to school staff transfer to answerphone or to take a message and email staff, if they are not available.
- To be a point of call for students to pick up items brought in by parents/carers
- To support SENCO administration.

Main functions along with the ‘front of house’ receptionist, as required;

1. Maintaining a welcoming environment and appropriate hospitality for visitors.
2. To be responsible for ensuring the school entry and reception area is always well presented to visitors’ (checking displays are intact, ensuring the areas is neat and tidy etc.) with support from the facilities team.
3. To review and pass on answerphone messages.
4. To ensure that the visitors sign in procedure is followed and DBS numbers and clearance dates are checked as required.
5. To ensure that Academy safeguarding procedures are adhered to.
6. To be aware of and ensure confidentiality at all times.
7. To answer telephone calls to the school and direct as required.
8. To take and pass on messages to staff as required.
9. To cover absence and breaks for the main receptionist.
10. To manage the student and staff signing in and out records
11. To accept and sign for deliveries as required following procedure.
12. To assist in overseeing the ‘Duty Pupil’
13. To use the Academy computer system (SIMS) as required
14. To undertake Administrative duties as required

15. To ensure that the correct emergency procedure is followed for the reception area.
16. To collate the post for facilities to place in staff pigeon holes.
17. To facilitate the booking procedures of meeting rooms as required for staff and outside agencies
18. To assist in the supervision of student movement as appropriate (e.g. locating students required for meetings, passing items brought in by parents/carers for student collection or directing the duty pupil to deliver etc.)
19. To take payment for academy trips and issue receipts.
20. To book appointments for parent/carers in reception to meet with Academy staff as required.

Student Reception Functions;

1. To cover absence and breaks for the receptionist and to assist during busy times,
2. Answering 'in coming' telephone calls if the Receptionist is on another line.
3. To be responsible for controlling the security door for exiting visitors and pupils including those going to the medical room (and checking that they have a note from the relevant teacher).
4. To return confiscated mobile phones to students at the end of the day ensuring that procedure is followed and that they are signed for.
5. Other operational reception duties as required.

Administrative Functions;

1. To provide Administrative support to the SENCO and Learning Support faculty
2. To support the Student Administrative team with general filing, archive filing, franking/distributing post, typing and document production as required.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonable expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post.

PERSON SPECIFICATION

| Criteria | Essential | Desirable |
|----------------------|---|---|
| Education | - a minimum of Grade C/Level 4 at GCSE (or equivalent) in English and Maths | - evidence of further personal and professional development |
| Qualifications | - Good standard of Education, numeracy and Literacy | - First Aid certificate - Driving Licence - Customer Service experience |
| Experience | - operating 'front of house' in a business setting - have experience of working with young people in a school environment | |
| Personal Qualities | - Neat, tidy professional appearance. - Pleasant and friendly manner. - Confident approach to varied situations. - Willingness to develop and attend training courses - Attention to detail | |
| Knowledge | - Operation of internal phone systems - Microsoft office - Previous Receptionist/Administrative experience essential - Sound knowledge of customer services - A clear understanding of Safeguarding issues. | |
| Skills and Abilities | - Highly professional demeanour - A positive and cheerful personality - Sound organisational skills - effective communication skills. - Ability to communicate well and clearly at all levels. - Effective ICT skills - The ability to work as part of a team - The ability to use your initiative - Be a person of integrity - Able to maintain confidentiality - An empathetic and caring attitude - Ability to be assertive in the right situation - Able to adapt - A good sense of humour - Emotional intelligence | Experience in conflict resolution |

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| | <ul style="list-style-type: none">- Good interpersonal skills.- Ability to keep calm under pressure- Confident clear telephone skills | |
| Commitment and other requirements | <ul style="list-style-type: none">- Required to attend appropriate training and development | |