



Receptionist & Admin Assistant

The Role

Job Title:	Receptionist & Admin Assistant
Reports To:	Bursar
Working Time:	40 hours per week, over 40 weeks Monday to Friday.
Salary:	£22,000.00 per annum

Main Duties and Responsibilities:

We are a small, friendly support team who work closely with our colleagues in a beautiful setting in Newbury. The receptionist is the first point of contact for visitors and staff. The post holder will carry out a range of secretarial and administrative tasks including dealing with parental enquiries, monitoring and screening of all calls. Support with morning and afternoon registers.

The role requires someone who is calm and welcoming, with customer facing experience and has the ability to multi-task in a fast-paced environment. The post holder should have good organisational and administrative skills, excellent communication skills and the ability to be flexible, problem solve and think on their feet.

Reception and Front Desk

- To be the first point of contact for visitors into the school.
- To answer the main school phonenumber in a timely, professional, positive and helpful manner
- To greet visitors, parents and pupils with a positive, happy, customer-oriented demeanor – ensuring that all visitors receive a warm and hospitable welcome to the school
- To be the first point of contact for parent enquiries, ensuring that all questions or issues are resolved in a timely manner or directed to the relevant staff member where required
- To maintain the reception, ensuring that the area is well presented, welcoming and organised at all times.
- Ensure visitors to the school hold appropriate safeguarding checks
- To contact parents or carers of students on the first day of absence
- To receive messages by phone, email or in person and ensure they are passed on to the appropriate person
- To be responsible for incoming and outgoing mail, post and parcels
- To issue calls, emails, text messages, website messages etc. as appropriate in order to keep all stakeholders fully informed on school matters
- Book and coordinate meeting rooms, ensuring they are tidy and ready for meetings

School Administration

- Support Staff with morning and afternoon attendance registers
- Print fire registers
- To support with arrangements for events and trips
- Book taxis and manage the school bus schedule
- To be conversant with school systems
- Ensure the Staff room is organized and well stocked
- Ensure printers are well stock with paper and ink toners
- To coordinate the delivery of parcels to the appropriate department
- Support the school admin and teaching staff with a range of admin tasks

School Database and Systems

- Contribute to the update of the school database systems

General Responsibilities

- Ensure the safety and well-being of children at the School by adhering to and complying with the School's Child Protection and Safeguarding Policy at all times. Horris Hill School is committed to safeguarding children and promoting the welfare of children and young people and expects all employees, workers and volunteers to share this commitment.
- Attend training and staff INSET sessions organised by the School.
- Adhere at all times to Health and Safety legislation and all school policies and procedures to ensure their own safety and that of their colleagues as well as pupils and visitors.
- Carry out any other reasonable duties as requested by members of the Senior Management Team.

Personal Specification

Experience

- Previous school experience would be an advantage
- Proven PA experience
- Prior administrative experience in a professional environment
- Experience of working in a high-volume environment with demonstrable ability to prioritise work from a number of different staff members

Skills, Knowledge and Ability

- Excellent interpersonal and customer-facing skills with a warm and friendly manner, together with an ability to foster good working relationships with staff, pupils and parents/guardians
- Excellent verbal and written communication skills, including punctuation and grammar
- High attention to detail and ability to consistently enter data and information accurately
- Ability to work on own initiative to a high standard and to deadlines
- Ability to maintain confidentiality at all times
- Ability to be pro-active and make suggestions for improvement and change
- Be a team player, show initiative and work autonomously
- Be organised and take a flexible and professional approach with enthusiasm, energy and commitment
- Proficient in Microsoft Office packages, especially Outlook, Word and Excel
- Ability to use databases. Training on the school's management information system will be provided

Qualifications

- GCSE Mathematics and English at Grade C or above, or equivalent
- Educated to A-level or equivalent (essential)
- Educated at degree level (desirable)

Appointment

The School is committed to safeguarding and promoting the welfare of children and questions will be asked at interview to assess the suitability of candidates to work with our children. A copy of the school's Safeguarding and Child Protection Policy is available to download from the School's website.

All appointments are subject to a satisfactory enhanced Disclosure & Barring Service check (including a check against the Children's Barred List) and other pre-employment screening. This includes receipt of at least two references satisfactory to the School, medical fitness, qualifications check where relevant for the post, the right to work in the UK, an identity check and a self-declaration of childcare disqualification. Please see the enclosed Safer Recruitment Policy for further details.

All appointments are made in accordance with our Equality policy and applicants should let us know of any special needs they may have.

Recruitment Process

Candidates are required to submit a completed application form together with a supporting letter outlining the extent to which they can demonstrate their ability to do the job and meet the criteria indicated. An application pack can be downloaded from the school website www.horrishill.com/vacancies. Please submit applications to bursar@horrishill.com

You should provide details of two referees and one must be your current or most recent employer. References will be taken prior to interview unless specifically requested.

Short-listed candidates will be contacted and asked to attend an interview. Employment will commence, subject to the satisfactory completion of all pre-employment checks, as soon as possible after this.

Further Information

If you require any further information please don't hesitate to contact Paola Bright (Bursar) on 01635 40594 or email bursar@horrishill.com