



Job Description

Operations Assistant (Receptionist)

Purpose	<p>As a member of the Operations Team, support with the smooth running of the operational element of the school business.</p> <p>Provide a warm welcome to parents, visitors and colleagues, both face to face and by telephone, dealing with their requests in an efficient and professional manner.</p> <p>Provide efficient and effective administration support.</p> <p>Be a key part of the first aid team, including assessing, evaluating and taking appropriate action – including contact with parents. (First aid training will be given)</p>
Reporting to	Operations Officer
Salary	Grade 14

Key Responsibilities	<ul style="list-style-type: none">• Lead role in managing reception to ensure an excellent “front of house” service is provided to students, parents, carers, teachers and other visitors at main reception and student reception• To be the main point of contact for both telephone and face to face enquiries, welcoming visitors, receiving and delivering messages regarding students in a timely and effective manner• Ensure all visitors/contractors sign in and are aware of safeguarding procedures within the school (a leaflet may be given to new visitors)• Accepting and signing for deliveries as appropriate• Ensuring the visitor reception is maintained to the highest standards• Ensure all visitors are aware of the fire procedures in school• Responsible for lost property• Sort and pigeonhole incoming mail and franking outgoing post/courier arrangements• As part of the Operations Team, provide professional administrative support. The post holder will have excellent IT skills which will include proficient use of Microsoft Office and will produce a variety of correspondence including mail merge letters, trip letters• The post holder will be required to use our School Information System [Bromcom] <i>training will be provided</i>• Filing student information• Maintaining various databases within Excel and Word• To support and assist where required with the organisation of school events i.e. School Open Evening, Parents Evenings, Productions etc. and tours of the school as directed• As necessary, deal with the Academy email box, directing incoming emails to the relevant member of staff
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Supporting Processes

- Maintain the Academy calendar using Microsoft Outlook, ensuring room bookings and appropriate services are requested for events
 - As a key member of the first aid team, administer first aid and medicine to students, logging all visits to the medical room
 - Maintain first aid supplies for both medical room and first aid boxes used for school trips
 - As part of the Operations Team gain knowledge of team responsibilities to enable you to back-fill responsibilities of other team members when required, reducing any single point of failure
 - Maintain confidentiality at all times
 - Assist in implementing the marketing strategy for the Academy, designing and writing marketing material (invitations, adverts, flyers etc.)
 - To support marketing activities designed to increase the Academy's visibility in the media
 - To manage and update school social media accounts including Facebook and Instagram
 - To contribute to the good order and running of the school by doing any other task deemed reasonable by the Headteacher/Operations Manager and commensurate with the grade
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- Contributing to the overall ethos/work/aims of the Academy, appreciating and supporting the role of other professionals
 - Attending relevant meetings, as required
 - Participating in training and other learning activities and performance development, as required
 - Assisting with the supervision of students out of lesson times, including before and after school and at lunchtimes, as required
 - Undertake additional duties commensurate with the grade as directed by your line manager
 - Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation

All Kings Academy staff are expected to:

- Ensure that the aims, priorities and policies of the Academy and Trust are adhered to
- Act as a positive representative and advocate of the Academy and its students in all circumstances and at all times
- Carry out any other duties as reasonably requested by the Operations Manager
- The Kings Academy is committed to safeguarding and promoting the welfare of children and young people and all staff working with these groups are expected to share a commitment to this. You will be expected to report any concerns relating to the safeguarding of children and/or young people in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children or young people gives cause for concern, the Academy agreed child protection procedures will be followed, alongside implementation of the Academy disciplinary procedures.

Additional Responsibilities

The Trust recognises that the following skills are required for this post:

Relating to others

- Impact and influence: the ability and the drive to produce positive outcomes by impressing and influencing others
- Team working: the ability to work with others to achieve shared goals
- Understanding others: the drive and ability to understand others, and why they behave like they do

	<p>Developing people</p> <ul style="list-style-type: none"> • Encourage staff to work together and share expertise within and across teams <p>Reflecting</p> <ul style="list-style-type: none"> • Reflect on personal and professional development • Use feedback from all levels of the Trust to help improve the way you work • Be aware of your own skills of self-management as regards time and prioritising workload <p>Inspiring</p> <ul style="list-style-type: none"> • Be able to inspire staff and pupils with the highest standards and expectations • To ensure the aims, priorities and policies of the Academy and Trust are adhered to • Act as a positive representative and always advocate of the Academy and its students in all circumstances • Assisting with the supervision of students out of lesson times, including before and after school and at lunchtimes, as required • Undertake additional duties commensurate with the grade as directed by your line manager • Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation • Be courteous to colleagues and provide a welcoming environment to visitors both in person and on the telephone and maintain a professional standard of demeanour and dress • Attend relevant meetings, participate in training and other learning activities and performance development, as required • Take on additional responsibilities, as required by the Headteacher and the Executive Leadership Team of the Wessex Learning Trust <p>The Wessex Learning Trust is committed to safeguarding and promoting the welfare of children and young people. All staff working within the Trust are expected to share a commitment to doing this. You will be expected to follow and promote the procedures in the Child Protection and Safeguarding Policy and report any concerns in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children and young people gives cause for concern, the Trust's Child Protection Procedures will be followed alongside implementation of the Trust's disciplinary procedures.</p> <p>This post will require online checks to be undertaken and an enhanced DBS check, as well as medical clearance.</p>
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This job description is current as at the date shown, and whilst every effort has been made to explain the main duties and responsibilities of the post, not all individual tasks undertaken will necessarily have been identified.

The job description will be reviewed annually as part of the appraisal process or at other appropriate times as determined by the Trust.

Signature (Employee):	
Date:	
Signature (Line Manager):	
Date:	