

<b>Job Title:</b>	<b>Receptionist &amp; Attendance Officer</b>
<b>Reports to:</b>	Administration & HR Manager
<b>Salary:</b>	From £28,025 FTE
<b>Hours:</b>	8:00am – 4:00pm, 39 weeks (Term-time plus 4 weeks)
<b>Start date:</b>	September 2024
<b>Line management:</b>	N/A

The role at times requires additional hours on occasions to fulfil the requirements of the post.

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## Job Purpose:

The post-holder is the initial contact for most parents and visitors and also provides straightforward administration for the school. Provide excellent internal & external communication, efficient administrative & financial support to the school, using IT and other resources.

## Duties and Responsibilities:

### Organisation

- Undertaking reception duties, e.g. face to face enquiries and signing in visitors; answering general telephone enquiries.
- Completing the register twice per day
- Leading and assisting with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc; maintaining medical supplies.
- Assisting in arrangements for school trips, events etc.

### Administration & Attendance

This will involve:

- Providing general admin support to the school e.g. photocopying, filing, completing standard forms, responding to routine correspondence.
- Assisting Administration and HR Manager as needed
- Maintaining manual and computerised records/management information systems.
- Producing lists/information/data as required, for example pupils' data.
- Undertake typing and word-processing and other IT based tasks.
- Sorting and distributing mail; sending mail.
- Maintaining and collating pupil reports.
- Operating and keeping communication systems under review.
- Monitoring pupil's attendance and punctuality and implementing procedures to maintain high levels of attendance and punctuality.
- Updating the school website effectively and assisting with social media, newsletters etc
- Taking notes at meetings.
- Providing First Aid to pupils and staff.
- Assist with the planning & development of the school office service
- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data
- Follow up on any unexplained absences with parents/carers, escalating issues as appropriate in line with school procedures Initiate and oversee the administration of absence procedures, for example letters home, attendance clinics and engagement with local authorities/other external agencies and partners
- Manage attendance returns for the school census
- Manage the process of issuing penalty notices to parents
- Maintain accurate records of communications with parents/carers and relevant interventions
- Build and refresh knowledge of the school's MIS and other relevant systems

## **Resources**

This will involve:

- Operating relevant IT equipment and packages, e.g. SIMS, CPOMS, MS Word including mail-merge, excel, other databases, spreadsheets, internet.
- Maintaining supplies, cataloguing and distributing as required.
- Setting up for meetings and presentations
- Providing general advice and guidance to staff, pupils and the school community.
- Undertaking general financial administration, e.g. processing orders.

## **Responsibilities**

This will involve:

- Being aware of and complying with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Being aware of and supporting difference and ensuring equal opportunities for all. Understand, comply with and promote equalities in own work; to undertake appropriate training, and challenge racism, prejudice and discrimination.
- Contributing to the overall ethos/work/aims of the school.
- Understanding and supporting the role of other professionals.
- Attending and participating in relevant meetings as required.
- Participating in training and other learning activities and performance development as required.

## **Confidentiality and Data Protection**

This will involve:

- Being aware of the school's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of personal data and ensure that all administrative and financial processes carried out in this role comply with this.
- Maintaining client records and archive systems, in accordance with school procedure, policy and statutory requirements.
- You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence.
- There are strict rules and protocols defining employees' access to and use of the school's and the council's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation.
- There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Health and Safety**

This will involve

- Every employee is responsible for their own Health & Safety, as well as that of colleagues and pupils, and visitors. Co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
- Be a Fire Warden and assist with evacuations

## Person Specification

### Experience

- NVQ 2 (or equivalent qualification) or experience in a discipline relevant to this post. General reception, administrative and financial work.
- Experience working in a school environment or other educational setting
- Experience identifying interventions to raise attendance of pupils
- Experience working directly with pupils and parents
- Experience working collaboratively with colleagues
- Experience analysing data and producing reports and identifying key insights

### Knowledge

- Knowledge of relevant policies/codes of practice/procedures & an awareness of relevant legislation.

### Skills and abilities

- Good numeracy skills: to ensure accurate accounting by self and suppliers.
- Good literacy skills: to be able to write appropriate and accurate correspondence; and to proofread school communications.
- Good verbal and written communication skills: including the ability to relate well to children and adults; to build and maintain positive relationships and project a positive image of the School at all times.
- Strong IT skills ensuring effective use of technology; e.g. mail-merge, spread sheets, email, text and the school web site.
- Fast and effective keyboard skills.
- Ability to use general office equipment & resources effectively and efficiently.
- Work constructively as part of a team, understanding school roles & responsibilities and your own position within these.

This job description may be amended at any time in consultation with the postholder. Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher or Line Manager.

### Notes

St Paul's Steiner School is committed to equality of opportunity. We encourage applications from individuals of any of the many BAME backgrounds.

St Paul's Steiner School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The offer of this post is subject to statutory clearance by Disclosure and barring Service and Teacher's prohibition list check. The appointment will be subject to two satisfactory references, one of which must be from the candidate's most recent employer and online checks.