

Job Description

Job Title:	Receptionist/Administrative Officer	School Name:	Dulwich Wood Federation
Grade and Range:	Grade 3 scp 9 – 16	Hours:	25 Hours Per Week (AM)
Reports to:	Business Manager / Headteacher	Working Pattern:	Term Time Only
		Supervises:	

Purpose:	To assist in the smooth running of the Primary School. As part of your duties, you are expected to work in conjunction with the line manager. 1. To answer telephone calls and respond to general queries. 2. To provide administrative support to the school teacher(s) as appropriate.
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Principle Accountabilities:

1. Responsibility for assisting in managing the school office, including:

- Control access to the Federation buildings
- Answer phones
- Check answer phone messages
- General word processing and entering details onto spread sheets.
- Collect trip money if required
- Collect Emu Club money
- Collect money for afterschool clubs
- Send texts to parents when required
- Receive medical forms for medicines and liaise with SENCO & learning Mentor concerning medicines to be administered at nursery/primary and update records
- Provide administrative support in organising safety procedures, including fire drills
- Notify Southwark of illnesses if required
- Sale of uniform
- Sign in visitors and offer refreshments
- First aid during lunch hour
- Submit orders to suppliers
- Receive and check off orders
- Support of trip administration ensuring all paperwork is completed and trips are safe
- Sign in Children Centre course attendees
- Update synergy database with attendance at CC courses and register new families
- Routine administrative duties for federation as set by Business Manager

2. Assisting in the maintenance of the various school computerised databases of pupil and staff information, including:

- Enter late children and attendance onto WS
- Update FSM data on Wauton Samuels
- Send FSM renewal forms to families
- Support the administration of pupil transfers
- Call families of absent pupils at primary school
- Take dinner money if required
- Liaise with kitchen regarding meal numbers and packed lunches

3. To provide administrative support to the school teachers as appropriate, including:

- Assisting the teacher in all aspects of her/his role, including contacting parents and pupils where necessary, liaising with the teacher on outcomes
 - Attending meetings on issues as and when required and taking notes / minutes.
 - In liaison with the teacher, maintaining a confidential filing system.
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General Statements

- Required to carry out all reasonable duties and responsibilities of the post in accordance with the Councils' policies and procedures and standing orders.
- All employees are required to declare any conflict of interest that may arise before or during their employment.
- Any outside activities, either paid or unpaid, must not in the view of the School conflict with or react detrimentally to the Authority's interest, or in any way weaken public confidence in the conduct of the School's business.
- Undergo and meet school conditions for a satisfactory enhanced CRB check.
- Must comply with all equality legislation, policies and procedures; actively promote ways of eradicating and challenging racism, prejudice and discrimination through the School's policies and procedures.
- To have due regard for safeguarding and promoting the welfare of children and young people, and to follow the child protection procedures adopted by the Southwark Safeguarding Children Board.
- Ensuring work is line with the School's Green Commitment Policy goals.
- Being aware of responsibilities under the Data Protection act for the security, accuracy and relevance of information held and maintained.
- Treating all information acquired through your employment, both formally and informally, in strict confidence
- To demonstrate a commitment to good customer care.
- Any other duties of an appropriate level and nature will also be required.

To contribute as an effective and collaborative member of the School Team

- Participating in training to be able to demonstrate competence.
- Participating in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Contributing in meetings and being a supportive member of the school team.

Person Specification

Job Title:	Administrative Officer – Grade 3	School Name:	Dulwich Wood Federation
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		Essential (E) or Desirable (D)	How assessed (A / I / T)
Knowledge / qualifications:	▪ A sound knowledge of computer databases and spreadsheets.	E	A/T
	▪ A sound knowledge of using Microsoft software, particularly Word at a basic to intermediate level.	E	A/T
	▪ Excellent written and oral skills.	E	A
	▪ Knowledge of administrative systems	E	A
	▪ Knowledge of school administrative systems	D	
	▪ First aid qualification	D	
Experience:	▪ Considerable experience of using Microsoft software particularly Word at a basic to intermediate level.	E	A/T
	▪ Experience in a similar administrative role	E	A
	▪ Experience in a similar role in a school or similar working environment.	D	A
Aptitudes, skills and competencies:	▪ Ability to set and work to agreed targets and work schedules.	E	A
	▪ Ability to communicate effectively with persons at all levels.	E	I
	▪ Ability to work pro-actively.	E	A/I
	▪ Ability to organise one's own tasks with minimum supervision.	E	I
	▪ Ability to type quickly and accurately	D	I
Special conditions:	▪ Motivated to work with children & young people.	E	I
	▪ Ability to form & monitor appropriate relationship & personal boundaries with children & young people.	E	I
	▪ Emotional resilience in working with challenging behaviours.	E	A/I
	▪ Appropriate attitudes to use of authority & maintaining discipline.	E	I
	▪ The postholder may be required to work outside of normal school hours on occasion, with due notice.	E	I
	▪ To undergo an enhanced CRB check – individuals on the ISA barred list should not apply.	E	