



Grace Academy Solihull

Job Description



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| Role: | Reception/ Admin Assistant |
| Responsible to: | Office Manager |
| Based at: | Grace Academy Solihull |
| Hours: | 37 hours per week, 41 weeks per year |
| Grade: | Grade F, points 6 to 7 (£25,183 - £25,584 fte) |

Job Context

The Reception/ Admin Assistant is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school they should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same and there will be Reception and Administration duties involved in this role.

Key Responsibilities

- Manage front of house - Acting as the first point of contact for parents, staff, and visitors, ensuring a welcoming and professional experience using strong customer service skills
- Managing phone calls, emails, and in-person queries with clarity and professionalism
- Maintaining accurate student records, attendance, and data entry using the Academy's MIS system.
- Follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors
- Supporting with administrative tasks, reprographics, and academy correspondence.

Job Description

Reception

- To be the first point of contact for visitors to the school, extending a warm and professional welcome to callers – including parents, visitors, contractors and delivery staff
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
- To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors.
- Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the reception area remains tidy and that literature and forms are updated and replenished as necessary.
- To receive and sign for all packages and deliveries
- To record and post all outgoing mail.

Administration

- Answer calls
- Rooming/ mini bus bookings
- Guest/Visitor experience
- Collate Supply registers and check absences
- First Aid Triage
- Reprographics
- Student services – Point of call for students/Pastoral team
- Parentmail general admin – letters / SMS / emails – sent home
- Incoming post – sort and place in pigeon holes
- Maintaining and updating school information, records and databases
- Produce lists/information/data as required e.g. pupils' data.
- Support with Free School Meals data with the Local Authority
- Undertake routine administrative procedures.

Events /Office Holiday rota

- Be the administrative point of contact for events throughout the year on a rota basis (parents evening/Transition evening etc) some of which will be past normal working hours
- You will be placed on an office holiday rota – all staff in the team work a number of weeks per year during the holidays.

General

- Be aware of and comply with all trust and school policies and procedures particularly relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person
- Carry out all duties with regard to the school's policies and codes of conduct
- Participate in training and other learning activities as required and to participate in appraisal and professional development
- Set high expectations of conduct, whilst acting as a good role model for others

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description but which is within the remit of the role, duties and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.