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# **Children & Young People’s Service**

**The Dales School**

##### JOB DESCRIPTION

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| POST: Receptionist  |  |
| GRADE: Grade C  |  |
| RESPONSIBLE TO: Leadership Team  |  |
| STAFF MANAGED: None |  |
| POST REF: |  | JOB FAMILY: | 2 |
| JOB PURPOSE: | To provide an administrative support service to the Headteacher and the school under the direction or instruction of the head-teacher or other senior staff. This will include some basic responsibility for the pupils’ annual review process and basic finance duties. The role will involve the post holder demonstrating their own duties and providing advice and guidance to new employees and others.  |
| JOB CONTEXT: | Based at the Dales School, the post holder will be the outward face of the school and will need to be able to communicate effectively, professionally and efficiently with the pupils, staff, parents and other stakeholders of the school community, exchanging information with a range of audiences, for example: suppliers, teaching or non-teaching staff, parents, Governors, visitors and pupils & their families.  The information may be relevant to specific duties of the post holder, e.g. regarding attendance or may be more general information, writing letters to parents regarding school trips/events or pupil annual reviews.  There will be a need for the post holder to have a good understanding of the school, how it operates and deputise in the absence of Finance and Administration Officer. There will be a need to ensure that strategic visions are translated into local plans and that there is a commitment to shared value and the common purpose of developing a culture of interagency working, including statutory bodies, third and private sector organisations.  This school is committed to safeguarding and promoting the welfare of our pupils and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment at the School. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced Disclosure and Barring Service criminal records check for work with children.  |
| **ACCOUNTABILITIES / MAIN RESPONSIBILITIES** |
| Operational Issues | * Provision of administrative, clerical, and secretarial duties as required including (but not exclusively), filing, managing incoming and outgoing post, transmit of information/documents and photocopy, compiling standard letters, minute taking, report writing, newsletters, brochures, documents, orders and lists as required.
* Maintain and update all necessary records using manual and computerised systems and check entries including (but not exclusively) use of MIS, Evolve (offsite visit recording) and payment systems and maintain the school inventory. Ensuing registers are taken, and parents contacted daily to enquire about non-attendance. Be responsible for confidential information e.g. staff, pupils, and parents’ records, including having overall responsibility for ensuring that the Single Central Register (SCR) is kept up to date.
* Key responsibility for provision of an external/internal reception service to the school, deal with routine phone calls, take messages, greet visitors, coordinate hospitality for visitors and ensures contractors are working within NYCC recommendations, including management of entry system, issuing of visitor badges and creation of staff badges.
* Assist teaching and non-teaching staff with administration queries.
* In liaison with LMT/Site Manager, deal with maintenance requests and oversee contractors where appropriate.
* Make appropriate decisions to problems/issues when they arise within the office but to report concerns and obtain support for any issues raised.
* Checking pupil attendance against school transport forms
* Ensuring dinner numbers are collated and shared in a timely manner
* To prepare and clear meeting spaces eg refreshments/IT set up as required
* Data inputting including safeguarding/accident & incident reporting

Having administrative management responsibility for the School’s annual review process by ensuring: * Reviews are timetabled appropriately, in accordance with local and national legislation around the EHCP process.
* Review invites and reminders, links to paperwork are shared appropriately and in a timely manner with families and colleagues.
* That completion of EHCP paperwork is completed and returned to LA within statutory timescale, which may mean reminding colleagues to complete their reports ready for inclusion
* Setting up meetings either virtually or preparing a meeting room ready for the review
* Filing/storing of accurate SEND information and EHCP records
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| Finance & resource management  | * Undertake some administration of school accounts, including cash handling, collecting monies, assisting in the processing of orders, invoices and income onto computerised financial system
* Monitor stationery stock levels, place orders as appropriate and check incoming orders
* Ensure segregation of duties is applied to all financial tasks
* Ensure individual budget codes are checked before order and any overspends are brought to the attention of SBM and budget holder
* Obtain quotes from contractors and ensure that adequate and appropriate insurance cover is held by contractors.
* Liaise with suppliers ensuring best value or disputes with invoices payments etc
* To support Finance and Administration Officer with lettings administration
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| IT  | * Support in the contribution of effective ICT services by supporting colleagues with first line technical issues and reporting/arranging repairs if unable to find simple solution.
* Support Finance and Administration Officer in the setting up and managing of school email accounts and access to the photocopier
* Support Finance and Administration Officer in the administration of the school website
* Support Finance and Administration Officer in the administration of the school Facebook page
* Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements
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| Communications  | * Communicate effectively with other staff, Visitors, Governors, contractors, pupils, and their families/carers.
* Ensure the smooth running on an efficient reception service, greeting visitors, advising parents, and taking messages for other members of staff.
* Remember and understand the procedures and legislation relating to confidentiality issues that apply to your job role
* Attend staff meetings and training days as required
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| Self-development and development of others  | * Participate in the school’s performance management scheme
* Participate in training and learning activities and performance development as required
* Highlight additional training and supervision needed to build on your skills and knowledge
* Assist in the induction of new employees
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| Safeguarding  | * Know about data protection issues in the context of your role
* Maintain confidentiality as appropriate
* Be responsible for promoting and safeguarding welfare of children and young people that you are responsible for and come into contact with.
* Have an awareness and basic knowledge where appropriate of the most recent safeguarding legislation
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| Systems and Information  | * Maintain and update all necessary records using manual and computerised systems and check entries.
* Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences.
* Share information appropriately – in writing, by telephone, electronically and in person.
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| Data Protection | * To comply with the County Council’s policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.
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| Health and Safety | * Be aware of and implement your health & safety responsibilities as an employee and where appropriate any additional specialist or managerial health & safety responsibilities as defined in the Health & Safety policy and procedure.
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| Equalities | * We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.
* Ensure services are delivered in accordance with the aims of the equality Policy Statement.
* Develop own understanding of equality issues.
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| Flexibility | North Yorkshire County Council provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures.  |
| Customer Service | The County Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.* The County Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.
* Understand your own role and its limits, and the importance of providing care or support.
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| Date of Issue: | June 2024 |

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**PERSON SPECIFICATION**

**JOB TITLE: School Administrator (Grade C/D**

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| **Essential upon appointment** | **Desirable on appointment** |
| **Knowledge*** Knowledge of administration and office systems
 | * Knowledge of Behaviour Management techniques
* Knowledge of Child Protection and Health & Safety legislations and procedures
* Knowledge of mentoring approaches
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| **Experience*** Clerical or administrative experience
* Experience of working with Microsoft Office
 | * Cash handling experience
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| **Occupational Skills** * Computer literate
* Good interpersonal and communication skills
* Good numeracy and literacy skills
* Judgemental skills
* Ability to work to deadlines
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| **Qualifications** * Literacy and numeracy qualification e.g. Level 2 qualification or equivalent
 | * Appropriate first aid training
* CLAIT Plus, ECDL or Level 2 Word Processing
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| **Personal Qualities*** Attention to detail, neatness and accuracy
* Organisational skills
* Ability to work successfully in a team
* Confidentiality
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| **Other Requirements*** To be committed to the school’s policy and ethos.
* To be committed to Continual Professional Development.
* Motivation to work with children and young people.
* Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
* Enhanced DBS clearance required
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| **Behaviours** | Link |

NB – Assessment criteria for recruitment will be notified separately.

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.