

**Heron Academy**  
**Job Description**

**Post:** Administrative Officer / Receptionist  
**Location:** Heron Academy  
**Responsible to:** Head of School  
**Line Manager:** Office Manager  
**Actual Hours:** 36 hours pw 08:00 to 16:00 39 weeks - Term Time Only  
**Salary:** Scale 3 - £26,242  
**Closing date:** 24<sup>th</sup> April 2025  
**Interviews:** Week commencing 28<sup>th</sup> April 2025  
**Start:** ASAP

**Main duties and responsibilities:**

- Communicate with parents/carers on the telephone and by email
- Retrieve answerphone messages and pass onto relevant staff as appropriate
- Create and maintain a process to produce daily registration sheets in preparation for a Fire Drill
- Confirm daily attendance and create daily reports for the kitchen
- Safely admit staff, pupils and visitors into the building in accordance with Health and Safety and Safeguarding policies
- Organise and send out letters for pupil meetings
- Produce documentation and minutes in relation to pupil and staff meetings
- Provide administrative support to SLT as required including updating the school diary on a daily basis
- Monitor the school's Admin email account, passing on all messages to relevant staff in a timely and effective way
- Collect and sign for all deliveries
- Prepare all pupil packs for Academic Review Day
- Create new pupil admission packs with information provided by the local authority
- Arrange all new pupil interviews and monitor any non-attendance
- Upload all new pupil information onto Arbor, including permanent exclusion letters
- Establish an effective organisation system for pupil files, including new files for all new pupils
- Forward all pupil files to relevant onwards provision
- Archive all pupil files in the appropriate way
- Organise for collection and disposal of all white waste
- Be the first point of contact for visitors and external professionals and ensure they receive a professional welcome
- Maintaining professional boundaries at all times and observing / upholding the values and ethos of the Federation whilst contributing to the overall vision of the organization
- To complete any additional administrative duties not included within this list as required by the Headteacher



### **Person Specification**

1. Excellent interpersonal skills including telephone and face to face manner.
2. Experience of working in an administrative role within a school setting.
3. Knowledge and experience of Arbor and willingness to undertake additional training as required.
4. Experience and confidence in using ICT to support the role.
5. Perseverance in making contact with hard to engage parents / carers.
6. Good organisational skills and ability to work to deadlines.
7. Pro-active approach to team-work
8. Sound understanding of confidentiality and safeguarding procedures.
9. Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary
10. Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation
11. Ability to tailor your approach to each conversation to be appropriate to the customer, responding clearly with fine shades of meaning, even in complex situations

### **General:**

The scope of this profile reflects the needs of the school at the present time; it is not intended to be a fully inclusive or exhaustive list. The post holder may therefore be expected to work flexibly and perform such other duties other than those given in the job description.

The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. The profile will be subject to continuous review as the needs and requirements of the Trust change over time



**PERSON SPECIFICATION:** Administrative Officer / Receptionist

<b>Qualifications:</b>	<b>Essential</b>	<b>Desirable</b>
Good level of education to Level 2 or equivalent (including English & maths)	✓	
<b>Knowledge and experience:</b>		
Highly developed skills in use of ICT to prepare, analyse and present management information to support effective decision making	✓	
Experience of education systems e.g. SIMS/Arbor	✓	
<b>Skills and competencies:</b>		
Highly developed oral and written communication skills. Ability to communicate in a way which meets the needs of diverse audiences	✓	
Proven ability to develop, implement and update systems	✓	
Ability to work as a member of the team and actively promote teamwork	✓	
Ability to act professionally and facilitate the resolution of any problems including workplace conflict and make the appropriate decisions	✓	
Ability to respond positively to and actively support the Headteacher, Head of School and senior leadership team	✓	
<b>Other qualities:</b>		



Commitment to high quality service delivery	✓	
Able to maintain confidentiality in all circumstances	✓	
Proactive approach to work being responsive, empathetic and supportive to all within the school	✓	
Flexible to enable a responsive service at all times	✓	
Hard working and enthusiastic presenting a professional manner at all times	✓	
Possess a sense of humour and the ability to be able to multi-task work with energy and enthusiasm	✓	
An understanding of, and commitment to, the Trust's Equality and Diversity policies	✓	
An understanding of, and commitment to, the Trust's Health and Safety Policies	✓	
The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment	✓	