



## Apprentice Receptionist/Administration Assistant - JOB DESCRIPTION

**Reporting To:** The Office Manager

**Payscale:** National Minimum Wage

### Job Purpose:

To actively support our core purpose, remembering that “We are here to make great schools and happier, stronger communities so that people have better lives.”

The Receptionist/Administration Assistant Administrator, in addition to being the first point of contact at the school, is part of the wider Administration team and the postholder will work closely with other members of the team to provide effective administrative support and helpful customer service at the School.

### Key Responsibilities: Specific

- Reception duties Anlaby/visitors
- Act as the first point of contact for the school: welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner
- Ensure that all visitors sign in and take a visitor badge where necessary.
- Cross check invoices against orders and follow up any queries ensuring invoices are sent to Anlaby for timely processing
- Monitor student uniform, amending stock and retrieving uniform monies
- Minute admin meetings
- Monitor student transport liaising with parents/transport department
- Update Safeguarding/H&S board accordingly
- Provide relevant and up to date detail of Anlaby/News and information for termly Newsletter
- Text/Email information and issue
- Assist with monitoring stock levels and ordering of stationery for the Anlaby site
- General school admin/any other duties as directed by HOS
- Monitor immunisation dates and arrange as required
- Communicate with parents regarding all aspects of school life, receiving and passing on information, between parents and teachers, contacting parents/professionals as required.

### Key Responsibilities: General

The post holder will be required to act on their own initiative or on the authority delegated from their line manager or a member of the School/TEAL SLT.

The post holder will be expected to work within TEAL and the schools’ policies and procedures and uphold the organisation’s values and vision.

The job description is not intended to be a complete list of duties and responsibilities but details the major requirements of the post. It may be amended at a future time, to take account of the developing needs of TEAL. The post holder will undertake any other duties appropriate to the remit.

TEAL is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.

The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibility for Health and Safety on all employees, therefore it is expected that everyone takes reasonable care for their own health and safety and the health and safety of others.

The above duties may involve having access to information of a confidential nature, which may be covered by General Data Protection Regulations (GDPR) 2018, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must always be maintained and employees must work with and process personal and sensitive information in accordance with Data Protection Act 2018 including the GDPR. Employees must protect the safety and security of information (e.g. using strong passwords, reporting breaches, and ensuring information is stored and disposed of securely).

**The key competencies and behaviours commensurate with this post are identified overleaf.**



## Ethical Behaviours Charter

Competency	We do this by
<b>Trust</b>	<ul style="list-style-type: none"> <li>• Being reliable, consistent, credible, honest, humble, courageous and kind.</li> <li>• Managing emotions and helping others to do the same.</li> <li>• Keeping promises and doing what we say we will</li> <li>• Having genuine compassion for others</li> </ul>
<b>Wisdom</b>	<ul style="list-style-type: none"> <li>• Developing knowledge and expertise, then sharing that knowledge</li> <li>• Learning from mistakes and failures and admitting when we are wrong</li> <li>• Seeing systems and processes as ways to fulfil our purpose, removing or changing them if they fail in that.</li> </ul>
<b>Kindness</b>	<ul style="list-style-type: none"> <li>• Being patient, respectful, generous and forgiving.</li> <li>• Acting with compassion and care, listening and seeing the person behind the role</li> <li>• Focusing on relational practice; building trust and rapport with others by empowering and elevating them.</li> </ul>
<b>Justice</b>	<ul style="list-style-type: none"> <li>• Doing what is right, rather than what is popular or easy</li> <li>• Ensuring we live our sense of purpose and values in the way we behave, make decisions and communicate.</li> <li>• Applying rules in a consistent, transparent and fair way, whilst allowing for discretion and common sense.</li> <li>• Valuing difference, building diverse teams and encouraging others to behave responsibly and with moral purpose.</li> </ul>
<b>Service</b>	<ul style="list-style-type: none"> <li>• Putting ourselves in the service of others.</li> <li>• Reducing stress and anxiety in the organisation by modelling calm and considerate behaviour</li> <li>• Behaving in a dutiful way, demonstrating humility and self-control.</li> <li>• Removing barriers to enable others to do their jobs well</li> </ul>
<b>Courage</b>	<ul style="list-style-type: none"> <li>• Holding ourselves to account when something goes wrong.</li> <li>• Remaining calm, optimistic and positive in the face of adversity and change.</li> <li>• Speaking honestly, openly and with empathy</li> </ul>
<b>Optimism</b>	<ul style="list-style-type: none"> <li>• Believing in our own ability, and the ability of others, to do what is right to change the world for the better.</li> <li>• Calling out negativity, cynicism and dishonesty.</li> <li>• Remaining positive and encouraging, helping others to overcome challenges and celebrating their success.</li> </ul>
<b>Vision</b>	<ul style="list-style-type: none"> <li>• Anticipating the future and embracing it. Thinking strategically, analysing and assessing information to deliver organisational growth.</li> <li>• Reading, researching, networking and sharing learning with others.</li> <li>• Believing in the potential of others; helping them be the best they can be.</li> </ul>