

## Job Description

### Apprentice School Reception and Administration Assistant

The Futures Trust and Keresley Grange School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

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| <b>Responsible to</b> | Operations Co-Ordinator   |
| <b>Grade</b>          | Apprentice Grade  |
| <b>Hours</b>          | 37 hours per week, term time only plus 2 weeks (41 weeks)   |
| <b>Location</b>       | Based at Keresley Grange School with a requirement to travel to undertake work at or for academies within the Trust |

#### Job Purpose

- To work with the school receptionist under the guidance of the Operations Co-Ordinator, providing a professional “Front of House” reception service.
- To provide efficient and pro-active clerical and administrative support for the school.
- This is an 18mth term time only plus 2 weeks, 41 weeks per year apprenticeship in which you will study towards a recognized NVQ qualification in either Business and Administration, depending on previous experience.

#### Duties and responsibilities

- Ensure all visitors are welcomed to the school.
- Ensure Security, Safeguarding and Health and Safety procedures are followed for all visitors.
- Deal with enquiries and assist pupils, parents and outside agencies according to office processes.
- Deal with internal and external telephone calls in a professional manner, filtering calls as necessary and taking and distributing messages, giving information to enquirers and accurately recording information received.
- Make phone calls to parents, outside agencies and the Local Authority following all office procedures on confidentiality.
- Deal with the distribution of post and parcels to the relevant area of the school.
- Sign for and check delivery of goods to the school, ensuring that delivery notes are obtained and passed to the Finance Department, plus ensure that relevant members of staff are informed of the delivery.
- Undertake procedures for contacting parents in the event of a child’s illness or accident, assisting with children and staff in cases of sickness or emergency.
- Support the Operations Co-Ordinator in obtaining and collating student data including monitoring/auditing computerised record systems. Provide reports where necessary.
- Maintain and update manual and computerised lists with text and numeric data, including progress chasing where necessary.
- To maintain records both manually and electronically, producing routine information as required.
- Accurately filing and scanning documents as required.
- Ensure adequate supplies of stationery for the clerical and administrative team.

- Maintain all parent and staff leaflets, forms and starter packs, making sure that all forms are up to date and plenty of stock is available as and when required.
- To maintain strict confidentiality at all times.
- Provide cover for colleagues, working flexibly to meet the needs of the school.

### **Additional Duties**

- Use the School's contact software to contact parents via text message and emails, and to update messages received.
- Assist in producing standard letters, copy typing when required.
- Support with hospitality requirements.
- Maintain the information boards within the school premises, displaying information of interest to parents such as newsletters, brochures and leaflets.

### **Other**

- Any other duties and responsibilities as directed by the Operations Co-Ordinator.

| <b>Special conditions of employment</b>   |
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| <p><b>Rehabilitation of Offenders Act 1974</b></p> <p>This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bindover orders and warnings being considered.</p> <p>If the jobholder is arrested, summonsed for an offence or receives a conviction a bindover order or a warning given by a police force, they are required to inform the Headteacher of this fact immediately. Such information will be treated in confidence, so far as this is consistent with the safety of children, compliance with statutory child protection procedures and the School's relevant policies. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.</p> |
| <p><b>Safeguarding and Promoting the Welfare of Children and Young People</b></p> <p>The jobholder is required to follow all of the School's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The jobholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.</p>   |
| <p><b>Health and Safety</b></p> <p>The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or failure to act. Full guidance regarding health and safety is set out in the School's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager, and the jobholder is required to comply with these and to use any protective clothing or equipment as instructed at all times.</p>  |

### **Confidentiality and Data Protection**

The jobholder is expected to comply with the provisions of the Data Protection Act 1998. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the School's Data Protection Policy. Nothing shall prevent the jobholder from disclosing information that they are entitled to disclose under the Public Interest disclosure Act

1998 as amended, provided that the disclosure is made in accordance with the provisions of that

Act/s.

### **Equality and Diversity**

The School and the Trust are committed to equality and value diversity. As such the School and the Trust are committed to fulfilling their Equality Duty obligations and expect all employees to share this commitment. The Duty requires the School and Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.

### **Training and Development**

The School has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their continuous professional development and learning, and to attend and participate in any training or development activities required to assist them in fulfilling their role and meeting their safeguarding and general obligations.

### **The Trust Operates a Strictly No Smoking Policy**

This applies to all School premises and those where School services are provided.

**This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.**

**This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.**

**Job description reviewed by: Sharon Jeromson (Trust Commerce and Risk Manager)**

**Date: April 2022**