



CANNOCK CHASE HIGH SCHOOL

A C H I E V E M E N T F O R A L L

Receptionist/Administrative Assistant

(Business Services Team)

Band 4 – 21.25 Hours, Term Time

Job Description

Statement of Purpose

To work under the direction of senior staff to provide a professional, customer focused Reception service to all visitors to the school. The post holder will support the Leadership Team in the efficient running of the school and will undertake administrative duties within their role. The post holder is expected to promote the highest standards of customer service, maintaining appropriate confidentiality and professionalism at all times. The post holder will be part of the First Aid team, providing first aid care as required.

Support to Students, Parents and the Community

- Be the first point of contact for visitors to the school, including parents, visitors, contractors, delivery staff and members of the school community, providing a professional and welcoming Reception service.
- Operate the visitor signing in process to comply with safeguarding and health and safety requirements and ensure that all visitors are aware of their responsibilities in relation to these. Ensure that all visitors are signed in and out correctly and are issued with the relevant official visitor badges.
- Monitor entry systems to the school site and buildings.
- To gain a good knowledge of school systems, procedures and events and to deal effectively with general enquiries.
- To deal effectively with telephone calls, answering all calls promptly and take messages as necessary to pass on to the appropriate person.
- Ensure that the Reception area remains tidy and that literature is up to date.
- Act as qualified First Aider, supporting the first aid team in administering first aid to students, staff and visitors for minor injuries and sickness and to care for distressed children. To ensure that injured persons are attended to and cared for by a member of staff with first aid training and where necessary, or to attend in person if required.
- Inform parents, or emergency contact when necessary and to liaise with parents following instances of reported first aid and to record outcomes.
- Ensure that accidents and injuries are recorded appropriately within the school systems and reported promptly following school procedures.
- Administer or oversee the administration of prescribed medicines where necessary (e.g. inhalers, injections for diabetes) and keep records of the administration and the dosage given in line with school policies.
- Attend first aid training as required and ensure that first aid qualifications are kept up to date.
- To support the First Aid Administrator in managing first aid supplies.
- Assist with arrangements for visits from external bodies, e.g. school nurse, etc.

Support to Organisation

- Provide routine clerical support, e.g. e-mailing, completing routine forms, distribution of literature/forms to students, filing, shredding of confidential waste.
- Maintain manual and computerised records/management information systems, including but not limited to SIMS, Sharepoint, Word, Excel, and respond to queries.
- Receipt and checking of incoming deliveries.

Headteacher: Mr I Turnbull, BEd (Hons), NPQH

A company limited by guarantee, registered in England and Wales, number 07727974.

Hednesford Road, Cannock, Staffordshire WS11 1JT Tel: (01543) 502450

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INTEGRITY

TEAMWORK

RESPONSIBILITY

EXCELLENCE

RESILIENCE

- Undertake routine administrative support on an ad hoc basis as required by the Executive Business Manager.
- Open, sort and distribute incoming mail, maintaining appropriate confidentiality and operate the external postage system, including franking and recording of mail.
- Assist with arrangements for visits from County Council officers and external agencies, e.g. Social Services.
- Assist in preparations for school events as required.
- Arrange orderly and secure storage of supplies and incoming deliveries.
- Oversee the receipt and return of lost property.
- Cover for absent colleagues as required.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Perform other duties reasonably requested by the leadership team.

Note 1: The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.



CANNOCK CHASE HIGH SCHOOL

A C H I E V E M E N T F O R A L L

Receptionist/Administrative Assistant

Person Specification

Factors	Essential or desirable	Measured by
Experience:		
A proven track record of providing an excellent customer service in a diverse organisation.	Essential	A / I
Experience of providing efficient and effective first aid service.	Essential	A / Q
Experience of administering first aid to students.	Desirable	A / Q
Qualifications/ Training:		
Full First Aid certificate or willingness to complete the training.	Essential	A / Q
Good general education to GCSE or A Level or equivalent experience, including GCSE in Maths and English.	Essential	A / Q
Knowledge and Skills:		
Organisational skills and ability to prioritise workload to meet deadlines.	Essential	A / I
The ability to remain calm under pressure and to work in a busy environment with many interruptions.	Essential	A / I
Customer focused.	Essential	A / I
Has excellent communication skills.	Essential	A / I
Ability to maintain confidentiality.	Essential	A / I
Ability to work as part of a team.	Essential	A / I
Ability to work independently and on your own initiative.	Essential	A / I
Proficient knowledge of Microsoft Word, Excel and e-mail.	Essential	A / I
Good numeracy and literacy skills.	Essential	A / I
High levels of accuracy.	Essential	A / I
Personal Qualities:		
A friendly and professional approach, demonstrating patience and respect towards service users.	Essential	A / I
Open, honest and an active listener.	Essential	A / I
Committed to the needs of students, parents and other stakeholders and is prepared to challenge barriers to the provision of an effective service.	Essential	A / I
Demonstrates a solution focused attitude and encourages others to support in achieving expectations.	Essential	A / I
Acts with pace, urgency and enthusiasm.	Essential	A / I
Takes responsibility and accountability.	Essential	A / I
Is committed to continuous quality improvement of the service.	Essential	A / I
Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas and open to developing new skills.	Essential	A / I

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