



FINTON HOUSE
SCHOOL

Finton House School JOB DESCRIPTION AND PERSON SPECIFICATION

School Receptionist and Office Administrator

Finton House School is a non-selective independent co-educational preparatory school for up to 320 children aged 4 - 11 years. At Finton House: everyone feels safe, happy and valued; boys and girls of all abilities, including the most able and those with special educational needs, are nurtured and challenged to make excellent personal and academic progress; the education is broad, embracing technology as well as using the outdoors, allowing children to discover their own strengths and passions; children learn how to lead a healthy life in order to flourish in a rapidly changing world.

Candidates will have to demonstrate flexibility and enthusiasm and enjoy working within a team with all members of the school community. Although the School Receptionist & Office Administrator reports to the Bursar, he/she will also have regular contact with members of the Senior Leadership Team, teaching team, support staff and parents.

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with Finton House school's Child Protection Policy Statement at all times. If in the course of carrying out their duties, the post holder becomes aware of any actual or potential risks to the safety of children; s/he must report any concerns to the school's Designated Safeguarding Lead.

Reporting

The School Receptionist & Office Administrator will report to the Bursar.

Aims of Role

To act as the initial point of contact for incoming phone calls, visitors, parents and pupils with a professional, helpful and friendly approach to build positive ongoing relationships.

Be responsible for providing a flexible, productive and responsive administrative service to the teaching team and management team thereby contributing towards the smooth running of the school.

MAIN TASKS & RESPONSIBILITIES

Job Purpose:

The purpose of the job is to provide a warm welcome to all visitors and incoming callers, alongside a broad provision of administrative support to the school, including:

School Receptionist:

1. Welcome and sign-in/out all visitors and parents;

2. Receive incoming phone calls/queries from parents and stakeholders;
3. Resolve queries and questions (liaising with relevant members of the school team for assistance as appropriate);
4. Receive incoming goods/post and forward these to appropriate team members at school;
5. Dealing with ad-hoc queries.

Office Administrator:

1. General administrative activities including communications to staff and parents, minute meetings, generate/distribute weekly documents (e.g.: internal weekly calendar), generate/distribute termly documents (e.g.: termly calendar, staff lists, pupil lists/registers), input/update information in the school MIS, generate reports/adhoc information from the school MIS, and purchase/stock management/storage of school supplies (including termly bulk orders);
2. Be a qualified first aider, to assist with unwell children, maintain stocks of first aid supplies/documentation/contents of boxes;
3. Collate and maintain pupil medical information, onsite medication (including expiry dates), and care plans for children;
4. Manage the admin that supports all school trips in liaison with the Educational Visits Co-ordinator including booking transportation and arranging ticketing requirements;
5. Termly admin tasks e.g.: prize giving cups return/admin, parents evening appointment admin/assistance, school photographs, immunisations, school events.

Any other duties which may, from time to time, be reasonably assigned by the Bursar or the Head. Where such duties amount to more than a temporary adjustment to the main responsibilities of this job Description, it will be amended accordingly. It will always be subject to periodic amendment whenever circumstances or appraisal processes dictate changes in the post holder's role within the School.

HOURS OF EMPLOYMENT AND HOLIDAYS

Term time (including staff INSET days): Monday to Friday from 8.00am to 5.30pm.

School holidays: 9.00am to 4.00pm during the first and last five working days of each of the school holidays and 12.30pm to 4.00pm at other times.

Remuneration range and benefits available¹

The post holder will be subject to a 6-month probationary period. The annual Salary will be £21,500 – £25,500 (or higher for the right candidate), dependent upon qualifications and experience. This is a full time post with 30 days annual holiday entitlement plus Public Holidays. Leave should not to be taken during term time without prior approval. Free lunch is provided during term time. The school provides an Employee Assistance Programme to all employees. There is a minimum of 2.5% employee contribution and a maximum 7.5% employer contribution with the school's pension provider.

PERSON SPECIFICATION

¹ These are listed as a guide. Refer to individual contract for employment for contractual matters.

We are looking for an enthusiastic person with charm, wit and who is calm under pressure. They should be a team player who enjoys a mix of routine and ad hoc tasks. The successful applicant will be positive, responsive, have a flexible attitude to work and be able to communicate easily with colleagues and parents. Honesty, integrity and confidentiality are essential qualities for the role.

Qualifications:

Degree level or equivalent experience

Experience and Knowledge:

Essential:

1. Strong customer care skills and focus;
2. Approachability and willingness to help (solution orientated);
3. A discreet and diplomatic nature with respect for confidentiality at all times;
4. Confident and calm in handling questions and queries;
5. Able to work comfortably with repeated interruptions and unexpected request;
6. Able to produce accurate work and actively checks output;
7. Works flexibly, able to prioritise and multi-task to meet deadlines in a busy environment;
8. Able to use initiative, work as part of a team, happy to receive and accept direction/delegation;
9. A good verbal and written command of the English language (including spelling and grammar);
10. Advanced MS Office skills (Word, Excel, OneDrive, Outlook).

Desirable:

1. Previous experience of working in an Independent School;
2. Qualified First Aider (training will be provided if and when necessary);
3. Knowledge of Engage MIS;
4. Knowledge of School Post;
5. Familiar with office equipment (phone systems, copiers, franking machines);
6. Familiar with ordering office/adhoc supplies and stock control.

Personal Attributes:

The successful candidate will need to demonstrate that he/she is:

1. Able to work well in a team;
2. Approachable, friendly, helpful and able to find solutions;
3. Motivated and a self-starter;
4. Organised and methodical;
5. Possesses excellent communication skills;
6. Able to confidently handle customer queries and challenges.