



Twyford Church Of England Academies Trust

“I have come that you might have life and have it to the full” John 10 v10



Ada Lovelace Church of England High School

Job Description

Job Title:	Part Time Receptionist, CIAG & Sixth Form Administrator
Grade:	Grade 5, points 12 – 15 Term time only, salary will be pro-rated to Term Time/Part Time Only
Line Manager:	Administration Manager
Supervisory Responsibility:	None
Hours:	Part time (28 hours/week) Term time only.

Main purpose of the job

1. To have responsibility for Reception
 2. To have responsibility for the administration of the Careers Information, Advice and Guidance (CIAG) programme
 3. To have responsibility for the administration of the sixth form
 4. To have a shared responsibility for Reprographics Tasks and the Pastoral Mailbox
 5. To have a shared responsibility for the office Mailbox
 6. General duties in support of the Administration Team and the wider School
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Main responsibilities and tasks

1. To have responsibly for Reception

- To act as one of the first point of contact for the school and to meet and greet visitors ('front of house')
- To handle all incoming phone calls, visitors and deliveries in a timely manner
- To provide a high-quality information service to staff, pupils, visitors and external callers in respect of current and future school activities
- To have responsibility for the School's Office mailbox – e.g. responding to general enquiries and categorising any remaining emails for the team's attention
- To ensure that essential office forms are available and in the correct location at all times
- To manage the allocation of school lockers to students
- To process all incoming and outgoing mail and parcels in a timely manner
- To monitor access to the school site during school hours
- Taking biometric readings when required

2. To have responsibility for the administration of the Careers Information, Advice and Guidance (CIAG) programme

- To develop processes and administer the Work Experience Programme for Year 10 & Year 12 students
- To prepare all documentation relating to the Work Experience Programme, including risk assessment forms for new placements
- To order work experience support materials as advised by the Head of Year 10 & Year 12
- To help source new placements through networking with parents and other stakeholders
- To liaise with SEN to ensure Learning & Inclusion students have secured work placements
- To organise the application process for the Work Experience Programme
- To create and maintain a master spreadsheet of the work placements
- To create and maintain a master spreadsheet of placement visits by staff and prepare staff packs for those visits and to ensure this is updated after the visit forms have been returned
- To work with the Head of Year 10 & Year 12 in order to organise work experience support sessions
- To manage the work experience mailbox for parental and student queries
- To ensure that all work experience placements are confirmed by the start of the summer term
- To establish and maintain a database of employers, vocational training agencies and university contacts

3. Main responsibilities and tasks for sixth form administration

- To establish and maintain a database of Year 11 Leavers
- To establish and maintain a database of Sixth Form leavers (university and non-university)
- To assist in the production of Sixth Form related documents, letters and references
- To produce or update Sixth Form booklets, letters and other materials
- To provide event management support to the Sixth Form public events including Open Evenings and Parents Evenings
- To coordinate the collection and distribution of subject and tutor references for UCAS
- To prepare and collate UCAS references (including where they are handwritten by teaching staff)
- To liaise and cooperate with other Administrative staff regarding Sixth Form admissions and attendance records, etc.
- To support Year 12 and Year 13 students through the UCAS application process and assist with UCAS reference writing
- To provide individual guidance to Year 11 and Year 12 leavers as well as to Year 13 students not applying to university
- To build relationships with university school's liaison offices and facilitate links between school and university academic departments
- Contact parents informing them of punctuality / attendance concerns where appropriate.
- Supporting student work placements as part of the T-Level program through liaising with employers and preparing the necessary paperwork/approvals for the placements
- Supporting student progress and outcomes on their T-Level placements through the monitoring of attendance whilst students are on placement and reporting/engaging with parents where appropriate
- Assisting with the recruitment process for competitive T-Level placements (CISCO/IBM/Amazon etc) where necessary e.g., initial contact to companies.

4. To have a shared responsibility for Reprographics Tasks and the Pastoral Mailbox

- To monitor the Pastoral mailbox and ensure emails are answered promptly
- To prioritise and send Pastoral emails to parents as required
- To process reprographic requests (via email) in a timely and accurate manner

- To prioritise the reprographics workload during busy times (e.g. internal exams)
- To help maintain the machines where possible or request professional assistance from engineers
- To collect confidential materials requiring shredding and arrange for appropriate disposal
- To ensure the Administration Manager and wider school are kept up-to-date with any issues relating to reprographics, printers, etc.

5. General duties in support of the Administration Team and the wider School

- To undergo first aid training and refresher courses as required and participate in the welfare room rota
- To undertake similar duties, commensurate with the level of the post, at the discretion of the Administration Manager or SLT. This might include temporary re-deployment to meet the needs of the wider school, and may involve normal duties having a lower priority or being temporarily put 'on hold'. These duties may include (not limited to):
 - General clerical / administrative / filing support; collecting and distributing lost property
 - Lunchtime and/or temporary cover
 - Supporting preparations for major School events
 - Communications with staff, students, parents and other external stakeholders
 - Administration supporting the admissions/exams processes
- To be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection
- To adhere to School Health & Safety policy, including risk assessments and safety systems, and to assist with student welfare
- To attend and participate in meetings, training, performance management processes and professional development, as required
- To contribute to the overall ethos of the School

Key measures of success

- Timely and efficient management of visitors to reception and student services
- Well organised, calm and responsive reception service in person and via telephone and email
- Well-organised, efficient and timely management of reprographics tasks and organisation of the Office Mailbox
- The efficient management of the administration relating to Y10 work experience programmes
- Positive feedback from key stakeholders and key users of the administration service

Signatures

Signature of Manager: _____ Date: _____

Signature of Post Holder: _____ Date: _____

Person Specification

Education and Qualifications	Essential	Desirable
Educated to A Level, and GCSE passes in English and Maths	✓	
A good degree		✓
A general administration qualification		✓
A First Aid qualification		✓

Knowledge and Experience	Essential	Desirable
Excellent ICT skills	✓	
Intermediate or advanced MS Office user	✓	
Previous administrative experience or of working in an office environment	✓	
Experience of working in a customer service and support environment	✓	
Experience of delivering First Aid		✓
Experience of working within a school environment		✓

Personal Qualities	Essential	Desirable
Professional attitude and approach to work	✓	
Willingness and ability to manage own time and take full responsibility for work	✓	
Ability to organise, plan and prioritise work, paying attention to detail	✓	
Enthusiasm for working with staff and students	✓	
Ability to communicate clearly and effectively with different audiences, orally and in writing	✓	
Able to demonstrate discretion, confidentiality and commitment	✓	
Customer focused with excellent customer care skills	✓	
Excellent attendance and punctuality	✓	

Key Terms and Conditions

Pay:

Grade 5, points 12 – 15, 4 days a week (days to be decided) (Term time only £22,993 – £24,015) pa – this is the pro-rated salary)

Starting salary is on the lowest scale point in the grade; increments are then paid to staff with more than 6 months service in April of each year until the highest scale point in the grade is reached. Payment is by bank transfer on or by 26th of each calendar month.

Hours of work:

Part time - The working week is 28 hours; core hours are from 9.45am – 5.15pm with a half an hour lunch break or as agreed with the Administration Manager.

Term Time only

Weeks of work:

Term time only comprises 40 weeks (200 days). This includes 190 teaching days plus 8 additional days to be worked as directed during exam time, to be discussed with the Administration Manager. This would normally include evening induction events and hours during the summer holidays.

Pension Scheme:

You will be entitled to join the Local Government Pension Scheme. Details of the scheme are found here: www.lgps.org.uk

Probation:

All support staff appointments are subject to satisfactory completion of a 6 month probationary period.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful applicant will be required to apply for an enhanced disclosure from the DBS (Disclosure and Barring Service), previously the CRB.

For more information visit <https://www.gov.uk/crb-criminal-records-bureau-check>

You will also be expected to sign and adhere to the Trust's SAFEGUARDING CHILDREN & YOUNG PEOPLE and SAFE WORKING PRACTICE AGREEMENT which is available as a download on the Trust website.