QUEENSBRIDGE SCHOOL

JOB DESCRIPTION

Front of House Services Administrator
GR2

Job Purpose
To provide a professional, efficient and customer focused service as the first point of contract for all Queensbridge School visitors, callers, parents and staff.

Duties and Responsibilities
- Dealing with enquiries from visitors, staff, parents, pupils and contractors.
- Adhere to our Safeguarding policy for all visitors to school.
- Undertake whole school administrative duties
- Ensure that all enquiries are dealt with promptly and efficiently.
- Data input to maintain school records as required.
- Bulk photocopying of documents.
- Typing of correspondence and filing as required.
- Laminating as required.
- Collection of cash and maintenance of appropriate financial records.
- Willingness
- Such other duties as may be commensurate with the grade and nature of the post.

Responsibilities
- 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 and support difference 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
- Be willing undertake Fire Marshall, First Aid, and duties outside of your role

**Supervision**

- Supervising Officer – Personal Assistant to Head Teacher
- Level of Supervision - Left to work within the established guidelines subject to scrutiny by supervisor.

*Observance of the Schools Equal Opportunities will be required.*

**PERSON SPECIFICATION**

**Front of House Services Administrator**

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<thead>
<tr>
<th>EXPERIENCE</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td>Relevant Work &amp; Other Experience</td>
<td>Previous Reception / Clerical experience</td>
<td>Dealing with the Public</td>
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<tr>
<td>SKILLS AND ABILITIES</td>
<td>Good written and oral communication skills.</td>
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<td>Excellent telephone skills.</td>
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<td>TRAINING</td>
<td>Willingness to learn by doing and also to</td>
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<td></td>
<td>undertake relevant training</td>
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<tr>
<td>EDUCATION/QUALIFICATIONS</td>
<td>Good standard of written and spoken English</td>
<td>IT Skills</td>
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<td></td>
<td>and Numeracy</td>
<td>First Aid Training</td>
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<td>Minibus Licence</td>
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<td>OTHER</td>
<td>Ability to work methodically and under</td>
<td>Knowledge of Local Authority, particularly in</td>
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<td>pressure.</td>
<td>the Education Department.</td>
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<td>CONTR-INDICATIONS</td>
<td>Criminal convictions involving offences against children.</td>
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