



HOLY TRINITY CATHOLIC SCHOOL

"Learn to Love, Love to Learn"

Oakley Road, Small Heath, Birmingham, B10 0AX

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Receptionist/Office Administrator

Job Description

Grade: GR2

1. Job Purpose

- 1.1 To act as Receptionist in the school office, by providing support for a range of office functions

2. Key Responsibilities

- 2.1 Providing reception and telephone support to the school
- 2.2 Providing clerical support to the school's administrative function
- 2.3 Receiving, signing in and dealing with or directing pupils, parents and other school visitors as appropriate
- 2.4 Taking telephone calls and delivering messages as appropriate
- 2.5 Receiving and sorting incoming mail for delivery to appropriate staff
- 2.6 Recording, stamping/franking and posting outgoing mail
- 2.7 Managing the school text messaging service
- 2.8 Routine letters, as and when required
- 2.9 Individuals have a responsibility for promoting and safeguarding the welfare of children and young people in school
- 2.10 To ensure all tasks are carried out with due regard to Health and Safety
- 2.11 To undertake appropriate professional development including adhering to the principle of performance management.

- 2.12 To adhere to the ethos of the school and to promote the agreed vision and aims of the school
- 2.13 To set an example of personal integrity and professionalism
- 2.14 Attendance at appropriate staff meetings and parents evenings
- 2.15 Any other duties as commensurate within the grade

Person Specification

Method of Assessment (MOA)

AF Application Form	C Certificate	I Interview	T Test or Exercise	P Presentation
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Criteria	Essential	MOA
Education/Qualifications NB: Full regard must be paid to overseas qualifications.	A* - C in GCSE English or equivalent	AF/C
	An intermediate or above qualification in word processing/typing skills	AF/C
Experience Relevant work and other experience	Experience in a general administration environment	AF/I
	Typing experience	AF/I
	Experience of Microsoft Word package	AF/I
	Experience of using database applications	AF/I
	Experience of reception work	AF/I
Skills & Ability e.g. written communication skills, dealing with the public etc.	Able to communicate effectively and accurately both verbally and in writing	AF/I
	Able to communicate in a clear and concise manner both on the telephone and face to face	AF/I
	Ability to write clear, letters and reports	AF/I
	Ability to complete work to the required standards of accuracy and presentation	AF/I

	Able to follow set procedures	AF/I
	Ability to develop and maintain effective working relationships with a wide range of people	AF/I
	Ability to work on own initiative with minimum	AF/I
	Knowledge of standard officer procedures	AF/I
	Knowledge of standard office equipment	AF/I
Training	Willing to undertake job related training	AF/I
Other		

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.

Reviewed by:

Date:
