



Administrative Assistant & Receptionist

Evelina Hospital School
Evelina London Children's Hospital
Level 3 (Beach)
Westminster Bridge Road
London SE1 7EH
020 7188 2267
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Headteacher: Anne Hamilton

Administrative Assistant & Receptionist

Responsible to

Office Administration Manager / School Business Manager / Headteacher

Salary

Hay 5 Scale point 6-13 (£28,977 - £32,205 Full Time Equivalent)

Pro-rata term time only plus 5 Inset days. Actual term time salary: £24,694 to £27,445

Working Hours

35.5 hours per week, 39 weeks per year

8:30am – 4:30pm (Mon)

8:30am – 4.00pm (Tues - Fri)

Lunch 12:15 – 12:45 (unpaid)

Role Summary

We are looking appoint a well-organised and committed Administrative Assistant and Receptionist to work as part of the office team, responsible for a range of administrative and reception tasks. The right candidate will have excellent administrative and IT skills and the ability to work unsupervised with a high degree of accuracy, tact and sensitivity. They will also have strong communication skills, both verbal and written.

Key responsibilities and overall objectives:

Reception duties:

- Providing an outstanding reception service, polite, courteous and actively demonstrate positive customer service skills
- To be the first point of contact for visitors and telephone enquiries to the school
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Monitor and respond to emails received in the 'Office' inbox
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
- Receive/send, sort and distribute mail and deliveries
- Control access to the school, ensuring all visitors and staff are logged on Sign In App, issued badges and have read the safeguarding guidance and fire evacuation procedures
- Carry out ID and other checks for first time visitors; volunteers and new employees to

comply with safeguarding protocols

- Keep the main reception area clean and tidy, Health & Safety and GDPR compliant at all times

Admissions and Records:

- Update school MIS daily with new admissions and upload relating documents as part of this process
- Update information held on the school's MIS to ensure information on the system is up to date and accurate
- Provide assistance with other information databases
- Keep accurate records of staff meeting attendance, training and absences

Communication:

- Ensure communication with staff, parents/carers is clear, professional, demonstrates excellent levels of literacy and is appropriate
- Populate and update the school diary with term dates, visitors, staff CPD, school events etc. as necessary
- Assist with the updating, organisation and distribution of leaflets and information for parents/carers
- Send out pupil reports as directed
- Organise and update school leaflets, posters and information for school displays

Administrative responsibilities:

- Deal with daily information on school MIS, contact parents and medical staff when required
- Attend and minuting whole school meetings and, other meetings ensuring the minutes are completed accurately and in a timely manner
- Monitor and order of office and kitchen supplies when required
- Call maintenance for premises or equipment issues as and when required and maintain the maintenance register
- Carry out duties placed on staff by Health and Safety legislation. Attend H&S meetings and maintain the register of any accidents
- Update staff and pupil noticeboards
- Assist with the organisation of staff; Governors; parental and pupil events
- Create new visitor passes and add members to Sign In App
- Update and monitor entries to the School Diary calendar in Outlook
- Add items to the School Pupil register on Teams
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Provide support to Senior Leadership Team (SLT) and teaching staff efficiently and professionally, as necessary

Financial responsibilities:

- Arbor Finance administration - including creating purchase orders for authorisation
- Order, receiving delivered goods and preparing invoices for payment; obtaining quotes when required
- Update school asset register

- Conduct school annual asset inventory check
- Follow school scheme of delegation and financial procedures

Other expectations of this role:

- Maintain and promote the school's Vision and Ethos. Work within the school's policy to promote equality of opportunity for all students and staff, both current and prospective
- Maintain clear expectations and high standards of professionalism and to collaborate to meet the school's priorities as exemplified in the School Development Plan.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues
- Engage actively in the performance review process
- Participate in training to be able to demonstrate competence and self-development, including First Aid and fire training
- Contribute in meetings and being a supportive member of the school team
- Adhere to all school policies and procedures as set out relating to safeguarding and child protection, health and safety, and Data protection
- Ensure confidentiality is maintained at all times
- Meet any other reasonable request that helps with the efficient running of the school

Review and Amendment

This role outline is not definitive and will be subject to regular review and should be seen as enabling rather than restrictive. The successful candidate should be willing to undertake further training and development and to carry out any other task that may be reasonably required by their line manager or Headteacher.

Role outlines are intended as reference documents which identify main responsibilities and activities.

This Job Description may be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time in consultation with you.

Equal Opportunities and Safeguarding

The Evelina Hospital School is committed to equality of opportunity and to safeguarding children. Successful candidates will be subject to an enhanced Disclosure and Barring Services check, suitable references and other employment checks.

Person Specification

Job Title: Administrative Assistant & Receptionist		
	Essential	Desirable
Professional and Experience		
Experience of working in an educational environment		√
Experience of working in a school office		√
Experience of working with children		√
Knowledge and Skills		
ICT skills – highly competent in using Microsoft office, in particular Excel & Word	√	
ICT skills – Teams; Powerpoint; outlook; Arbor Finance		√
Has excellent literacy and numeracy skills	√	
Has effective and clear communication skills	√	
Good administration skills.	√	
Ability to multi-task, cope with interruptions and remain calm under pressure	√	
Able to work to deadlines and use own initiative to prioritise workload	√	
Personal Attributes		
Pleasant and welcoming manner.	√	
Excellent time keeping and pattern of attendance.	√	
Personal integrity and loyalty, remaining confidential at all times	√	
Ability to use initiative	√	
The ability to form and maintain appropriate relationships and personal boundaries with children and young people in line with the Safeguarding and Child Protection policy and the Staff Code of Conduct	√	
Safeguarding		
Evelina Hospital School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under- represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.		