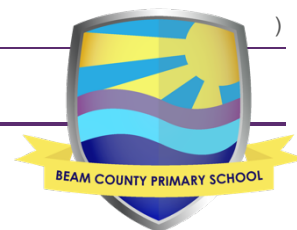


Job Description and Person Specification



Job details

Job title	Receptionist and Administrative Assistant (SEND)
Grade	Scale 4: £31,290 per annum full-time equivalent (FTE), paid pro rata for term time plus 10 days
Hours of work	35 hours per week, 08:00 to 16:00, term time plus ten days in the school holidays. These hours may be reviewed in consultation with the postholder
Reporting to	Office Manager
Functional direction	SENDCo, in respect of special educational needs administration
Responsible for	None
Department	London Borough of Barking and Dagenham, Children's Services
School	Beam County Primary School

Main purpose

The postholder provides a highly efficient reception service for the school, dealing with all callers, in person and on the telephone, promptly and courteously, and provides dedicated administrative support for the school's special educational needs and disabilities provision.

The special educational needs element of the post is a defined and protected part of the role. Reception cover arrangements are planned by the Office Manager so that statutory SEND deadlines are met.

Duties and responsibilities

Reception and front of house

- Meet and greet pupils, parents, staff, governors, contractors and other visitors, and provide a welcoming and professional first impression of the school.
- Answer all incoming calls, internal and external, redirecting or taking messages as necessary and acting on instructions received.
- Receive all visitors, ensure they sign in and out in accordance with school procedures, verify identification and issue badges, and apply the school's safeguarding arrangements for visitors and contractors.
- Operate the electronic entry system for the school gates, enabling access for parents, children and visitors.
- Deal with day-to-day queries from staff, pupils and parents, resolving routine matters and referring others to the Office Manager.
- Clear the absence line and the office inbox before 09:00, record reasons for absence and complete first day of absence calling, recording all outcomes.
- Liaise with parents regarding pupil sickness and injury, and act as a first aider to pupils and staff.
- Liaise with the school health service, external agencies and parents, including the emergency services, education social work, speech and language therapy and other services coming into school.
- Manage the school post, deliveries and couriers, and receive and distribute goods to the correct department.
- Assist with ordering, maintaining stock of and selling school uniform.
- Make refreshments for governors and visitors.

Special educational needs administration

- Maintain the school's SEND register and records, ensuring that pupil information, provision and review dates are accurate and up to date on the school's systems.
- Maintain the calendar of statutory review dates for pupils with education, health and care plans, and alert the SENDCo and the Office Manager to forthcoming deadlines.
- Issuing invitations, circulating paperwork within statutory notice periods, collating reports and distributing completed documentation to the local authority and to parents.
- Coordinate visits by external professionals, including educational psychologists, speech and language therapists, occupational therapists, the school nurse and specialist advisory teachers, arranging rooms, timetables and pupil availability.
- Take and circulate notes of SEND meetings and team around the family meetings where requested, and maintain a record of actions.
- Maintain SEND files in accordance with the school's record retention schedule, ensuring secure storage and secure transfer when a pupil moves school.
- Order and maintain stock of SEND resources and equipment, and arrange specialist transport where required.
- Assist the SENDCo with the preparation of information for reports to the senior leadership team, the governing board and the local authority.

General administration

- Provide a confidential administrative service to the school, and confidential support to the Headteacher, the senior leadership team, the Business and HR Manager and the Office Manager.
- Assist with data management on the school management information system, including maintaining records of pupils' changes of address, telephone numbers and consents.
- Assist with the maintenance of the attendance and absence register on the school system, and support the Office Manager with attendance administration.
- Support admissions and applications, and assist with year end procedures and the school census during the busiest times of the year.
- Draft letters, emails, reports and newsletters, and update documents, spreadsheets and school publications as requested.
- Collate documents to be sent to parents, governors and staff and distribute them as appropriate.
- Make new files for children starting school and maintain the filing system, including the electronic filing system.
- Undertake photocopying, filing, typing, word processing and other general office and information technology duties.
- Assist with providing support to the governing board, and support the organisation of parents' evenings, trips and school events.
- Undertake any other duties as may reasonably be required at the grade of the post.

Safeguarding and general requirements

- The postholder is required to safeguard and promote the welfare of children and young people, and to follow the school's child protection policy, staff code of conduct and all other school policies.
- The post is exempt from the Rehabilitation of Offenders Act 1974 and is subject to an enhanced Disclosure and Barring Service check including a children's barred list check, together with the online searches and pre-employment checks set out in Keeping Children Safe in Education.
- The postholder is required to take part in the school's appraisal and performance management arrangements and to undertake training relevant to the role.
- The postholder is required to maintain strict confidentiality in respect of pupils, families, staff and school business at all times, and to comply with the UK General Data Protection Regulation and the school's data protection policy.
- The postholder is required to promote equality of opportunity in both service delivery and employment practice, and to model the school's values of Striving, Inspiring, Community.

Person specification

Criteria	Requirement	Essential or desirable
Qualifications	NVQ Level 2 in business administration, an equivalent qualification in a related area, or equivalent experience	Desirable
Qualifications	First aid at work or paediatric first aid certificate, or willingness to obtain one	Desirable
Experience	Experience of providing direct customer care, including the communication of information	Essential
Experience	Experience of working with the general public	Essential
Experience	Experience of working as part of a team	Essential
Experience	Experience of clerical or administrative work in a similar environment	Desirable
Experience	Experience of administration supporting special educational needs, health, social care or another regulated casework setting	Desirable
Knowledge	Working knowledge of information technology packages, including Microsoft Word, Excel and Outlook	Essential
Knowledge	Working knowledge of a school management information system, ideally Arbor	Desirable
Knowledge	Understanding of confidentiality and data protection when handling sensitive pupil information	Essential
Skills and abilities	Excellent telephone manner and excellent interpersonal skills	Essential
Skills and abilities	Ability to convey information clearly and accurately, orally and in writing, to colleagues, pupils and parents	Essential
Skills and abilities	Ability to deal with people at a variety of levels with politeness, sensitivity and tact, and to understand the need to respect confidentiality	Essential
Skills and abilities	Ability to work in an organised and methodical manner and to track deadlines accurately	Essential
Skills and abilities	Ability to be effective in the face of demanding situations and pressure, including interruption at the front desk	Essential
Skills and abilities	Attention to detail and the ability to sustain accuracy in routine tasks	Essential
Skills and abilities	Ability and willingness to work in a flexible manner and to participate in training and development	Essential
Personal qualities	Professional demeanour, and a positive and proactive approach to work	Essential
Personal qualities	Commitment to the school's aims, ethos and values, and to equality	Essential
Personal qualities	Ambitious standards of punctuality and attendance, and appropriate dress in accordance with the school dress code	Essential

Notes

This job description sets out the main duties and responsibilities of the post at the date of production. It is illustrative of the general nature and level of responsibility of the role and is not an exhaustive list of tasks. Duties may change over time as the requirements and circumstances of the school change, and the postholder may be required to undertake other duties appropriate to the grade of the post as directed by the headteacher.

This job description may be amended at any time in consultation with the postholder.

Headteacher/line manager's signature: _____ Date: _____

Postholder's signature: _____ Date: _____