



**Lewisham Education
Sydenham School
Dartmouth Road
London SE26 4RD**

Post: Administration Assistant – Reception **Grade: Scale 4**

Hours: 35 hours per week:
Term Time only + 1 week for INSET – 39 weeks **Area: Reception**

Reports to: Human Resources Manager

MAIN PURPOSE OF THE JOB

Under the direction of the Human Resources Manager, provide routine, general provision of an efficient administrative and clerical support function for the school.

Summary of Responsibilities and Personal Duties

Administration

- First point of contact for all visitors to the School
- Undertake reception duties, answering routine/complex telephone and face-to-face enquiries and signing in visitors
- Provide general advice and guidance to visitors, staff, students, parents/carers and other visitors
- Provide general administrative support for the school, e.g. photocopying, filing, complete standard forms, responding to routine correspondence, diary management etc.
- Undertake word-processing and other IT-based tasks to include: letters to parents, internal communications and reports (dealing with some confidential material)
- Maintain the schools manual and computerised records, including use of the school's management information systems. This is to include: searching pupil data records, producing reports and inputting data
- Sort and distribute mail to include booking and liaising with the post office regarding holiday deliveries
- Assist with pupil first aid/welfare duties, liaising with parents/staff etc.
- Maintain stock and supplies, cataloguing and distributing as required
- Undertake general financial administration e.g. processing orders
- Complete and submit complex forms, returns etc., including those to outside agencies e.g. DfE
- Book meeting rooms and arrange hospitality
- Undertake general financial administration, e.g. processing orders
- Undertake research and obtain information to inform decisions.

Responsibilities

- Comply with and assist with the development of policies and procedures relating to Child Protection, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support diversity and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Establish constructive relationships and communicate with other agencies/professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise and use these to advise and support others.

Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department/Section.

EQUALITIES

Ensure implementation and promotion in employment and service delivery of the Council's equal opportunities policies and statutory responsibilities.



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Person Specification

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Previous knowledge/experience of working in a school environment would be an advantage

EXPERIENCE

- Previous experience of reception and administrative work
- Experience of development, management and operation of administrative systems
- Experience of various ICT packages (including word processing, email, spreadsheets and databases) and other specialist equipment/resources

QUALIFICATIONS/TRAINING

- NVQ 3 or equivalent qualification or experience in relevant discipline

KNOWLEDGE/SKILLS

- Ability to relate well to children and adults
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these
- Ability to self-evaluate learning needs and actively seek learning opportunities
- Aptitude/ability to work under pressure while maintaining a pleasant and tactful attitude
- Ability to work flexibly, while maintaining accuracy and attention to detail
- Ability to work in a methodical manner and evidence of pro-activity and excellent administrative skills.
- Excellent telephone manner
- Excellent oral and written communication skills
- Excellent ICT, numeracy and literacy skills.
- Able to organise, plan and prioritise own workload.

CIRCUMSTANCES

The person undertaking this post must have a current, enhanced DBS. If a candidate does not have this status then they will be required to complete an application only if recruited to this post.

The person undertaking this role must meet the London Borough of Lewisham requirement for the post.

EQUAL OPPORTUNITES

An understanding of and commitment to the School's and Local Authority's Equal Opportunities Policy and an ability and willingness to promote equality of opportunity through duties of the post.