A logo of people in a circle

Description automatically generated

Taunton Deane Partnership College

Holway Centre

Byron Road

Taunton

TA1 2JD

Tel: 01823 349338

At Taunton Deane Partnership College, Safeguarding, Online Safety and Data Protection is everybody’s responsibility

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| JOB DESCRIPTION | |
| **Job Title:** | Receptionist/Administrative Assistant |
| **Grade:** | 14 |
| **Main Purpose of Job*:*** *Briefly – what is the job there for and why is it being done? Attach a brief organisation chart to show where the job fits.* | |
| This is an exciting opportunity to join a small team, based at the Holway Centre. The role is to work alongside the Office Manager and other members of the administrative team, providing a Receptionist/ administrative service. This is a demanding yet rewarding role which would suit someone with the skills and experience as detailed in the Job Description and Person Specification.  TDPC is a pupil referral unit for students aged 5 – 16.  We work with schools and young people with Social Emotional Mental Health (SEMH) needs living in the Taunton, Wellington and Wiveliscombe areas. We work in different ways: our statutory places are allocated to students who have been permanently excluded from their school or who a medical Professional considers currently unable to access mainstream education. We have a small number of places for children with Education Health Care Plans (EHCP) and we work in partnership with mainstream schools, with school leaders and staff, to promote inclusion. Our aim is always to reduce suspensions and exclusions and to increase engagement and attendance. | |
| **Main Responsibilities and Duties:** *What needs to be done? – Describe the main responsibilities and duties required of the job. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.* | |
| * Provide an effective and efficient Receptionist service to the school; welcome visitors and sign them in using our electronic system. * Answers telephone enquiries to ensure that an effective service is provided to stakeholders by either passing the calls to an appropriate member of staff or dealing with requests for information. Ensures that all information and communications are passed on to the appropriate person. * Supports administrative colleagues in the process of completing paperwork, reports, monitoring and chasing as necessary. * Update and maintain computerised records/ Management Information Systems (MIS) and produce reports/information as necessary. * Provide general support to office team, including opening and sorting post, arranging duplicate/ printing and arranging meetings. * Contact parents/carers regarding any matters concerning their child. * Ensure the reception area is kept tidy and hazard free in line with good Health & Safety practice. Liaises with relevant staff regarding the prompt removal of deliveries. * Check, maintain and order stationery and other supplies as required. * Undertakes administrative tasks in support of the general office. | |
| **Facts and Figures:** *Give facts and figures that help to give a picture of the job. This should include any statistics relevant to the job, for example the number of clients supported, type and value of equipment, resources or premises for which the job has responsibility, size of budgets controlled or which the job has some impact on and, if appropriate, numbers of staff managed.* | |
| Works within the Reception/Admin office under the supervision and direction of the Office Manager. | |
| **SUPPORTING PROCESSES** | |
| **Problem Solving and Creativity:** *Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?* | |
| The postholder however is expected to exercise a certain amount of discretion, particularly concerning the giving out of information and when referring matters to a more appropriate member of staff.  Work to deadlines, which may be regular and scheduled tasks, eg reports or ad hoc/urgent work.  There will be interruptions to work affecting deadlines requiring a degree of prioritisation. Manage own workload in conjunction with the Office Manager and respond to operational demands.  Work is undertaken within laid down procedures and guidelines and the nature of the job means that there are interruptions.  The postholder will be required to work on their own initiative but also be a team player.  The postholder will need to be able to work with a high level of sensitivity and confidentiality and be able to remain professional at all times. | |
| **Decision Making:** *Give examples of the types of decisions which the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.* | |
| Operates within standard guidelines and procedures and seeks advice from Office Manager or a member of the Senior Leadership Team, as required. | |
| **Physical Effort and Working Conditions:** *Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.* | |
| Frequent use of ICT equipment within Health & Safety guidelines. School office environment. Contact with pupils with SEN, behavioural and complex needs. Contact with parents, members of the public, outside contractors and visitors. Working in school office environment. | |
| **Contacts and Relationships:** *Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact eg providing information or advice, directing, monitoring, influencing, motivating.* | |
| Regular contact with the Office Manager when discussing workload or prioritising work for the team. Contact takes place with staff, pupils, parents, Governors, LA visitors and other external professionals.  These contacts are for the purpose of passing/receiving information and resolving queries, both by telephone and in person. To provide information on relevant subjects, within the responsibility of the job the outcome of which may not be straightforward and contentious. | |
| **Additional Information:** *Anything else which is relevant to the job which is not adequately covered elsewhere.* | |
| This particular job description is not necessarily a comprehensive definition of the post and the particular duties and responsibilities listed above are subject to review from time to time (at the request of the Headteacher/Office Manager or post holder as circumstances deem necessary). | |
| **Knowledge, Skills and Experience: (To be completed by the Line Manager)** *The minimum general education standard, qualifications, training and level of experience required by the job holder* ***to be fully effective in the job****. Note that this information should relate to the requirements of the job and not what may be available from existing job holders.* | |
| Maintain a high level of confidentiality at all times and work professionally and sensitively, handling information and data accordingly.  Requires knowledge of clerical and office duties and procedures and must be able to carry out a range of word processing, spreadsheets and other documentation which requires a full working knowledge of Microsoft Office and the system’s capabilities, including spreadsheets and databases.  To be educated to GCSE standard, with 5 at Grade C/4 or above, including Maths and English.  Experience in a school environment is desirable.  As part of the annual training cycle, you will be required to attend Safeguarding training relating to your role. | |

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| **Agreed** that the Job Description is a fair and accurate statement of the requirements of the job: | |
| Job Holder:  Signature: | Date:  Date: |
| Designated Senior Manager:  Signature | Date:  Date: |