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| Job title: | Receptionist | Salary: | Competitive | Contract term: | Term Time only plus one week 25 hours per week 7:30am –12:30 Permanent |
| Responsible to: | SAO (Pastoral)/PA | | | Responsible for: | N.A |

Mossbourne Federation

The Mossbourne Federation is the realisation of Sir Clive Bourne’s dream to provide the children of Hackney with an outstanding education. Since 2004 the Federation has nurtured Sir Clive’s dream by fostering kind, courteous, hard-working and well-rounded learners by providing an outstanding education based on the core values of ‘Excellence’, ‘No Excuses’ and ‘Unity’. Through upholding these core values, Mossbourne will be the first academy federation whose schools are without exception, exceptional.

The Federation’s calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning within The Mossbourne Federation.

The Mossbourne Federation comprises four academies: Mossbourne Community Academy (secondary and which includes The Mossbourne Federation Sixth Form), Mossbourne Victoria Park Academy (secondary), Mossbourne Parkside Academy (primary) and Mossbourne Riverside Academy (primary).

Mossbourne Community Academy

The Mossbourne Federation’s flagship academy, Mossbourne Community Academy (MCA) is built on high expectations and doing right by the pupils in our care in order for them to succeed. MCA has not only changed the face of education in Hackney, but has also raised the bar in educational expectations to the highest level; we achieve recognition nationally for setting a new benchmark for non-selective comprehensive education. All pupils, regardless of background or ability, are encouraged to achieve their true potential. With outstanding GCSE and A-level results, year on year, Mossbourne Community Academy is placed within the top 1% of schools in the country.

The Administration/Reception Department

The Administration/Reception department consists of a group of front line office staff working together to the delivering of high standards of customer services and administrative duties at each Federation Academy. They work under the direct supervision of the Federation Administrative Supervisor in a vibrant and busy front office environment.

Key Accountabilities

The post holder's key responsibilities are, but not limited to:

Federation Administrator: Reception

- To be responsible for all reception duties including communicating academy information to parents, pupils and visitors, using a variety of media.
- Welcoming visitors adhering to all safeguarding and security protocols and conduct school tours as required
- To operate efficiently and effectively communicate calls and messages to staff throughout the academy.
- To manage the meeting room facilities including the presentation of the rooms and the booking system.
- To assist students and related items such as collating absence and lateness reports, updating registers, requesting homework for absent students, relaying messages.
- The ability to work effectively using the academy's SIMs (school data base) system.
- The ability to carry out a range of other administrative duties, filing, photocopying, typing etc., assigned by the Lead Administrator or directed by SLT, in conjunction with the Administration Team
- Post – deliver/send
- Attend evening events if needed
- Cover for colleague if absent – at short notice

General Administration

- To assist in the maintenance of the academy's computerised database information
- To provide administrative support to the Federation
- To update and maintain the relevant school calendar
- To be responsible for the production of reports, letters, newsletters and other publication materials as and when required
- To assist with general office duties including the handling of incoming and outgoing post, telephone enquiries dealing with queries as far as possible and referring to other members of staff as necessary
- To make full and appropriate use of the ICT at the school and develop computer aided administration which supports the work of the school
- To establish and maintain good relationships with students, parents/carers, colleagues, contractors and other professionals
- To provide efficient administrative support to the Senior Leadership Team
- To collate, amend and update pupil files and reports including SIMS
- To establish best practice within the team/office
- To evaluate and improve your own practice, which may lead to improvements in the day-to – day running of the school and take responsibility for personal professional development

- To maintain professional portfolio of evidence to support the Performance Management process
- To be responsible for sending text messages to parents as directed by SLT
- Maintaining, advising on and updating Parent Pay
- Admissions administration
- To attend school events as required
- To perform other duties, including covering the essential work of absent colleagues in all federation schools, commensurate with the grading of the post, as directed by the Line Manager
- To attend training sessions and meetings as required
- To be flexible within the broad remit of the post
- To ensure compliance within the school of data protection regulations
- Deal with confidential data, material and issues appropriately
- Maintain accurate records and filing systems

Other duties

- To undertake First Aid duties, including, but not restricted to the accompaniment of students to hospital, if necessary.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification at any time after consultation with the post-holder.

| <u>Person Specification</u> | | | | |
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| Essential [E] or Desirable [D] | Requirements | Assessment Criteria | | |
| | | Interview | Application form | Task (lesson) |
| Experience | | | | |
| E | <ul style="list-style-type: none"> • Experience of working in a busy reception area and of working in a school environment is required, preferably with some knowledge of school data systems | ✓ | ✓ | ✓ |
| E | <ul style="list-style-type: none"> • Punctuality, reliability and ability to maintain a high level of confidentiality is essential | ✓ | ✓ | ✓ |
| E | <ul style="list-style-type: none"> • Ability to communicate positively and effectively at all levels with excellent written and spoken English | ✓ | ✓ | ✓ |

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| E | <ul style="list-style-type: none"> Ability to effectively multi-task, work to tight deadlines and prioritise workload in a busy environment, paying attention to detail | ✓ | ✓ | ✓ |
| E | <ul style="list-style-type: none"> Ability to be an effective team member using initiative, being proactive and having a flexible approach to work | ✓ | ✓ | ✓ |
| E | <ul style="list-style-type: none"> Ability to understand and take full account of visitor needs | ✓ | ✓ | ✓ |
| IT knowledge | | | | |
| D | <ul style="list-style-type: none"> Advanced knowledge of the Microsoft Office Suite, specifically Word and Excel is an essential requirement of the role | ✓ | ✓ | ✓ |
| Behavioural Competencies | | | | |
| E | <ul style="list-style-type: none"> Excellent analytical and multi-dimensional communication skills | ✓ | ✓ | |
| E | <ul style="list-style-type: none"> To have a strong understanding of the Academy: its culture, climate and values | ✓ | ✓ | |
| E | <ul style="list-style-type: none"> To act in accordance with authority, organisational standards, needs and goals of the Academy | ✓ | ✓ | |
| E | <ul style="list-style-type: none"> Ability to dress, in accordance, to the standards expected by the Academy in a professional Reception function | ✓ | ✓ | |
| E | <ul style="list-style-type: none"> Ability to be flexible and to provide cover at short notice is an essential | ✓ | ✓ | |
| D | <ul style="list-style-type: none"> Strategic approach, ability to see the 'big picture' and also think 'outside of the box' | ✓ | | |
| E | <ul style="list-style-type: none"> Ability to meet ALL deadlines internally and externally ensuring output consistently is of an exemplary standard | ✓ | | |
| E | <ul style="list-style-type: none"> Must have the upmost integrity as well as high levels of motivation and commitment | ✓ | | |
| E | <ul style="list-style-type: none"> Proactive approach and efficient time management and prioritisation skills | ✓ | | |
| E | <ul style="list-style-type: none"> Genuine interest and passion for the education of young people and the ability to contribute more widely to the life and community of the Federation | ✓ | ✓ | |
| Applicable to all staff | | | | |

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| E | <ul style="list-style-type: none"> Undertake training as required to so in order to fulfil the requirements of the role | ✓ | ✓ | ✓ |
| E | <ul style="list-style-type: none"> Support Mossbourne’s efforts both verbally and non-verbally (i.e. via actions and attitude), including adjusting performance and practice in accordance with Mossbourne’s initiatives and findings | ✓ | ✓ | ✓ |
| E | <ul style="list-style-type: none"> Recognise your role as part of the succession of Mossbourne | ✓ | ✓ | ✓ |
| E | <ul style="list-style-type: none"> Play an active role in terms of Safeguarding all students and adults | ✓ | ✓ | ✓ |

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.

CEO Signature:

I confirm I understand and accept the duties and responsibilities associated with this role:

Employee Name:

Employee Signature:

Date: