# Job Description

| Job Title | Receptionist and Administration Assistant |
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| Department | Administration |
| Reporting to: | Senior Business Administrator and Headteacher |

| Main Purpose of the role |
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| This is a public-facing role which provides reception and administration services to the UTC. |

| Key Tasks / responsibilities: |
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**Reception and Administration**

- Acting as the first point of contact for all visitors, telephone callers and other correspondents, and enabling their interactions with relevant members of the UTC community
- Promoting the UTC and demonstrating its professional values by interacting in a positive, friendly and helpful manner via all methods of communication
- Applying the UTC's policies to all visitor interactions, particularly (but not limited to) those dealing with safeguarding and health and safety
- Answering telephone enquiries from a range of stakeholders and dealing with them in an efficient and timely manner
- Dealing with mail and deliveries, both incoming and outgoing
- Other routine administration tasks as directed by the SLT or Senior Business Administrator, including (but not limited to) photocopying and printing, collating documents, data entry, mail merges and filing
- Participating in fire evacuations in accordance with UTC procedures
- Liaising as directed with colleagues from SGSAT, SGS College and other Berkeley Green stakeholders, including other organisations on site
- Any other reasonable administration task as directed by SLT members or the Senior Business Administrator

| Role Dimensions |
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In addition to the particular requirements and characteristics of individual roles, all staff employed by SGS Academy Trust are expected to actively support the achievement of SGS Berkeley Green UTC's goals and, at all times, both internally and externally, to behave in a manner consistent with our mission and values. This means:

- Performing your role and delivering your service in a way that helps the SGSAT achieve its strategic objectives and annual development and improvement plans - taking account of available resources and national developments.

- Promoting the image of SGSAT as one that is committed to the highest standards of delivery and service.

- Sharing the SGSAT's commitment to safeguarding and prioritising the welfare of children, young people and vulnerable adults and demonstrating it in your day-to-day work.

- Sharing and prioritising the effective implementation of the SGSAT's Equality and Diversity Policy.

- Promoting and implementing best practice in Health and Safety.

| Key Interfaces |
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- Visitors to the UTC
- Staff, parents, students and prospective students
- Suppliers
- Auditors

| Measurable Performance Standards |
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- Quality of work
- Accuracy of work
- Performance against Response Times
- Successful completion of appraisal

| Critical Competencies |
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- Remains calm
- Takes Initiative
- Enthusiastic
- Attention to detail
- Interpersonal Skills
- Team player

Role specific competencies:

- IT Literate
- Excellent literacy and numeracy skills

| Experience / Skills |
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- Administration Experience : Essential
- A working knowledge of Finance : Desirable
- Strong working knowledge of Microsoft operating systems and desktop products : Essential

| Level of Disclosure and Barring (DBS) disclosure required |
|---|

Enhanced

| Author and Date |
|---|

Louise Davies                                                                                    10 November 2020

| Job Evaluation (HR Completion) | | | | | |
|---|---|---|---|---|---|
| **Score** | | **Profile** | | **Level** | |

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.

Where an employee indicates a disability, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all of the duties of the post. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

| Criteria | Essential | Desirable | Assessed by |
|---|---|---|---|
| **Qualifications, experience and knowledge** | | | |
| IT Literate | ☐ | | Application form & Interview |
| Recently updated safeguarding training | | ☐ | Application form & Interview |
| A willingness to undertake appropriate Continuing Professional Development | ☐ | | Application & Interview |
| Strong working knowledge of Microsoft Office software | ☐ | | Application form, Interview & References |
| **Skills and attributes/traits** | | | |
| Excellent inter-personal communication skills | ☐ | | Interview & References |
| The ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery | ☐ | | Interview & References |
| Produces high-quality, accurate documents in a timely way | ☐ | | Interview & References |
| Excellent organisational skills including the ability to prioritise and to work independently | ☐ | | Interview & References |