



## THE ARNEWOOD SCHOOL

### APPRENTICE – RECEPTION/ADMINISTRATIVE ASSISTANT

#### Main Duties

During your training, you will work within a small team and be expected to use exceptional interpersonal skills when acting as a point of contact for the school.

You will need to use initiative, tact and diplomacy as well as respect confidentiality at all times whilst performing in the role. You will be working in a busy environment and will need to prioritise tasks to meet deadlines.

#### General Duties

##### Reception

- Meeting and greeting all visitors (including parents, students, governors, visitors) to the school reception and responding to their requirements efficiently by referring enquiries to the appropriate destination and ensuring a positive response to their enquiries.
- Responding to telephone enquiries, returning calls as necessary and ensuring responses are followed up.
- Dealing with day to day enquiries, referring to the Headteacher's PA and other staff as necessary.

##### Administration

- Assist with routine clerical/administrative tasks as necessary including word processing letters and filing, ordering stock e.g. stationary, maintaining records, spreadsheets, etc.
- Assisting with annual administrative cycle e.g. labelling of tutor group filing system, safe disposal of old records, etc.
- Managing school post e.g. franking, recording and distribution as necessary with particular care being taken with examination scripts and sensitive post.
- Assisting with administering the school detention system and *on call* systems as required.
- Assisting with fire drills.

##### Reprographics

- Undertake reprographic duties including prioritising reprographic requests for support, recording usage by departments for finance office, ordering of stock, arranging repairs and basic maintenance e.g. changing toner as necessary.
- On occasions binding larger documents, photocopying and distribution of newsletters as required.
- Scanning documents as required.

#### Supervision

Throughout your apprenticeship supervision and support will be provided by the members of the reception/admin team.

You will report to the Headteacher's P.A.

## Person Specification

Skills / Abilities / Knowledge	Essential	Desirable
	<p>Strong customer focus</p> <p>Exceptional interpersonal skills</p> <p>Ability to communicate at all levels with confidence, tact and diplomacy</p> <p>Working knowledge and experience of Microsoft Word, Excel and Outlook</p> <p>Ability to prioritise challenging demands of work</p> <p>Ability to meet deadlines</p>	
Knowledge, training and Experience		Within a reception and office environment where customers frequent
Personal Attributes	<p>Ability and desire to contribute to teamwork</p> <p>Flexibility in approach to the demands of the role</p> <p>Calm under pressure</p> <p>Self motivated, confident in own ability and willing to do what it takes</p> <p>Ability to maintain confidentiality</p> <p>Accurate and with attention to detail.</p>	