



The Halifax Academy

Job Description

Post: Receptionist & Clerical Assistant

Responsible to: Senior Strategic Manager

Grade: Scale 3

Hours of work & Contract type: 36.5 hours per week / Term time plus 5 days

Primary objective of the post: To ensure visitors and telephone calls received are handled in a pleasant and professional manner and to provide general clerical support as requested.

Main Duties and Responsibilities

- Receiving visitors to the school, ensuring that safeguarding procedures are followed
- Provide excellent customer service to internal and external customers, which conveys a positive and professional image of the Academy
- Manage the visitors signing in system
- Coordinate refreshments for visitors/meetings when required
- Provide cover for the Primary Building Reception when necessary
- Provide general clerical support as requested.
- Use of the resource booking system to liaise with the facilities team and Premises Manager on help desk requirements
- Dealing with queries from parents, students and visitors
- Manage the supervision of students excluded from, or otherwise not working to a normal timetable, including those with alternative provision
- Effective use of the school radio system to communicate with Student Managers
- Ensure all outgoing mail is franked, recorded and taken to the Post Office on a daily basis
- To attend out of working hours Academy events such as Parents Evenings and Transition events
- Perform other relevant tasks as directed by senior leaders
- Work in partnership with, and across, other Academies across The Impact Education Multi Academy Trust (the "Trust") as required

Please note that this is illustrative of the general nature and level or responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the postholder will carry out, which would be determined by the Line Manager or Head teacher.

All members of staff are expected to:

- Have proper and professional regard for the ethos, policies, and practices of the school
- Have regard for the need to safeguard pupils' wellbeing and health & safety by following relevant statutory guidance, along with school policies and completing mandatory training on an annual basis
- Demonstrate positive attitudes, values and behaviours
- Demonstrate and maintain high levels of professionalism
- Share responsibility for ensuring that their own knowledge and understanding is relevant and up to date.
- Support equal opportunities measures and promote anti-discriminatory practice



Person Specification

Attributes	Essential	Desirable	How identified
Knowledge & Understanding (Including any relevant or required qualifications)	Has a good knowledge and understanding of wider issues in education		Application & Interview
	Excellent ICT skills		Interview
	Excellent interpersonal skills		Application & Interview
	Ability to promote and develop positive relationships within and beyond the Academy		Interview
	Knowledge and understanding of child protection & safeguarding procedures		Interview
Personal and Professional Conduct	Recent and relevant CPD activities		Interview
	Shows commitment to professional and self-development		Application
	Experience of dealing with a variety of people and understands the need for effective relationships with parents, carers, partners and the community which enhance and support student learning	Evidence of developing successful partnerships	Application & Interview
	Experience of effective use of ICT in management and data handling		Application & Interview
	Ability to communicate effectively and work as part of a team	Experience of working with ethnic minority and or EAL pupils	Application & Interview
Working with others	Open-minded and flexible		Application
	Self motivated with excellent organisational skills and the ability to prioritise workload effectively under pressure		Application
	To be able to think creatively and imaginatively to anticipate and solve problems and identify opportunities		Interview
	A high level of self-awareness – knows own strengths and areas for development		
	Willingness to undertake delegated duties when requested		Application
	Understands aims and vision of the Academy and is able to inspire, challenge and motivate		Application
	The ability to support the Headteacher in developing a clear vision for the Academy and for engaging the wider community		Application