JOB DESCRIPTION

Post title:	Receptionist/Administrator
Academy:	Excelsior Academy
Reporting to:	Operations Manager
Hours of work:	Term Time + 5 inset days plus 10 additional days, 37 hrs per week
Salary:	SCP 4-6 £26,016 to £26,847 (FTE) £23,598 to £24,352 (actual)

Purpose of Job

To provide Reception/Administrative support to the Academy

Main Duties and Responsibilities

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- To be the welcoming face of Excelsior Academy and offer effective admin support for the Academy.
- To be responsible for the smooth running of the reception function.
- To be the first point of contact for parents, pupils and staff.
- To answer calls, take messages, operate the intercom system and ensure visitors are signed in and signposted appropriately.
- To ensure the room booking system is maintained.
- To support with the issue of staff ID badges.
- To undertake photocopying, printing, scanning and filing as required.
- To respond to and action staff requests using the Freshdesk system.
- To support with the admin and info email and forward emails to appropriate staff.
- To assist with communication to parents including sending texts and letters.
- To offer support with ordering of stock / booking resources / receiving and processing deliveries.
- To support with cover as required within the Admin Team
- To provide support regarding the Finance procedures within the Academy.
- To provide effective support to the Business team and Operations Manager.
- To operate and update Schools Information Management System (SIMS), where appropriate.
- To promote and implement the Equality Policy in all aspects of employment and service delivery.
- The post holder will have responsibility for promoting and safeguarding the welfare of children and young persons he/she is responsible for or comes into contact with.

Other Duties

- To carry out any other duties in accordance with the expectations of a Receptionist/Administrator at the reasonable request of the Principal of Excelsior Academy.
- Any other duties as may reasonably be requested by the Senior Team. The above duties do not define or include all tasks required of the post holder. Duties and responsibilities may vary without changing the level of responsibility.

Health & Safety

- Ensuring that area of work complies with legislation relating to Health & Safety and observe and implement specific responsibilities in relation to these matters as detailed in the Policy for Health & Safety.
- Provide support in an emergency or evacuation situation, in a calm professional manner. Actively provide information to any emergency service when requested to do so.

Safeguarding

- Be aware and familiar with academy policies and other guidance on the safeguarding and promotion of wellbeing of children and young people. Taking appropriate action in accordance with academy policies and Keeping Children Safe in Education 2026 where required.