

## Job Description

### Front of House Support Officer

<b>Pay Scale:</b>	NJC Grade S4/5 (Spine Point 8-15)
<b>Paid hours:</b>	24.75 hours per week; Wednesday - Friday (07:45 – 16:30); Term time only
<b>Unpaid hours:</b>	30 minutes unpaid break each day
<b>Responsible to:</b>	Folio Trust Contracts Manager

### Job Purpose

The main functionality of this role is to work with and support the following areas to lead and develop specific aspects of School life.

### Responsibilities

Model and nurture our core values of **commitment, compassion, courage** and **creativity** at all times.

#### 1. Main Reception

Working within the Main Reception in connection with the Assistant Premises Manager

- a) Receiving deliveries/parcels
- b) Working within Main Reception with the Assistant Premises Manager and Contracts Manager.
- c) Inform staff of deliveries received
- d) Organising outgoing daily post by 3.10pm
- e) Delivering incoming post to staff pigeon holes
- f) Visiting School teachers, SCITT training and regular visitors, liaise with Personnel officer re DBS
- g) Safeguarding - working with Designated Safeguarding Leads to ensure high standards of security - staff badges / visitors / signing in-out records.
- h) Fire Evacuation Records - taking visitor / signing in-out records and any other signing in logs to fire assembly point
- i) Fire Evacuation Box - announcement over tannoy for evacuation, start stopwatch then hand to Deputy Head Teacher
- j) Supporting Student Services in recording when students leave during the school day for medical appointments etc.
- k) During Public exams time the logging of exam papers creates an audit of received and collected exam documents by the exams officer

- l) Tannoy messages as and when necessary
- m) Monitor the general enquiries email account and distribute emails accordingly
- n) To be knowledgeable in daily activities in the School

## **2. Educational Visits**

Working with the educational visits team

- a) Download medical data from SIMS for trips
- b) Prepare student information for trip leaders for trip packs
- c) Upload to Evolve documents to be viewed and stored
- d) To provide administrative support for teachers when using template letters in relation to trips
- e) To support the Educational Visits Coordinator (EVC)
- f) Put together final trip pack
- g) Work with JDI to review trip documents for each academic year
- h) Work with JDI to create pocket trip cards for each academic year as necessary

## **3. Premises**

Working with the Main Reception and Assistant Premises Manager

- a) Assist with the administration for the Main Reception and Assistant Premises Manager
- b) Lost Property - Coordinating for unclaimed items to be collected by local charity
- c) Reviewing the key cabinet storage. Create a reference guide for the key cabinet

## **4. Stationery**

Working with the Finance Department

- a) Ordering, as required
- b) Distribute, as required
- c) Audit, as required
- d) Maintain stationery cupboard

## **5. The Public Face of the School**

- a) Face to Face - ensuring a corporate image is established when meeting and greeting visitors.
- b) Telephone General Enquiries - dealing with and distributing general enquiries / filtering calls and dealing with issues when possible.
- c) Email General Enquiries - dealing with and distributing general enquiries / filtering emails and dealing with issues when possible.
- d) Advising the Headmaster on how to improve the corporate image of the School.

## 6. Calendar Events

- a) Creating and maintaining the Whole School Calendar for parents / staff and students.
- b) Coordinating bookings for the Main Hall.
- c) Ensure main hall bookings make efficient use of site team enabling them to set up and turnaround the main hall
- d) Update google calendar so information is transferred onto the school calendar on the school website
- e) Liaise with Deputy Head teacher once new academic year is created for reporting cycles and examinations to be added
- f) Liaise with Pastoral Deputy head teacher to coordinate events for parents/carers to attend ie Parent Information evening, Parents' evening, School assembly themes and National key events for inclusion into the school calendar
- g) Liaise with curriculum assistant head for his information regarding non sporting house events to be added to the school calendar
- h) Liaise with head of Sports for his information to be added to the school calendar
- i) Liaise with Year Leaders for praise assemblies/assemblies to be added to the calendar for their year groups

Post-holder's signature: .....

Print name: .....

Date: .....

Headmaster's signature: .....

Print name: .....

Date: .....

## Person Specification

### Front of House Support Officer

● Criteria	Essential	Desirable
<b>Education &amp; Qualifications:</b>		
English, Maths GCSE (or equivalent) at Grade C or above	X	
<b>Skills , Knowledge &amp; Experience</b>		
Ability to handle sensitive issues keeping confidentiality at all times	X	
Excellent customer services, communication and interpersonal skills	X	
Highly organised and able to use initiative to resolve problems independently and within timescales	X	
Ability to prioritise and manage conflicting demands	X	
A high degree of professionalism in approach to work set	X	
Experience of working in an educational setting and SIMS application		X
Adaptability and flexibility in working practices	X	
Experience of administration procedures	X	
Excellent knowledge of Google and Office packages and a willingness to learn new systems	X	
Friendly yet professional and respectful approach which demonstrates support and shows mutual respect	X	
Present a good role model to students	X	
Willingness to undertake staff training and development courses, some of which may be outside of normal working hours	X	

We expect that a process of continual professional development to support improvement in identified areas as part of the School's appraisal system.

June 2022