



Job Description

Front of House Support Officer

Pay Scale:	NJC Grade S4/5 (Spine Point 8-15)
Paid hours:	24.75 hours per week; Wednesday - Friday (07:45 – 16:30); Term time only
Unpaid hours:	30 minutes unpaid break each day
Responsible to:	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
Education & Qualifications:		
English, Maths GCSE (or equivalent) at Grade C or above	X	
Skills , Knowledge & Experience		
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