



Job Description

POST: Admin Assistant/Receptionist

RESPONSIBLE TO: Operations Manager, Principal

SALARY: Points 5 to 7 (£21,575 – 22,369, pro rata)

LOCATION: Oasis Academy Fir Vale

WORKING PATTERN: 37 hours p/w, Term Time Only.

Fixed term to 31/08/2025

DISCLOSURE LEVEL: Full enhanced DBS

JOB PURPOSE:

An Admin Assistant/Receptionist is a member of the school support staff, one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders.

The Admin Assistant/Receptionist is often a first point of contact and is, therefore, expected to demonstrate exemplary customer service to both internal and external customers and be able to resolve problems and complaints in a sensitive manner.

SPECIFIC RESPONSIBILITIES:

1. To communicate with people in person, on the telephone and using email to assist with jobs such as:
 - respond to queries and resolve problems
 - provide information and services to customer requirements
 - take and record messages (using the school systems)
 - Organising travel and overnight accommodation arrangements, as required
2. To use the school reprographics systems to copy and distribute complex and multiple documents, making sure there is a supply of the materials required to operate the systems and report and record faults
3. To collate, edit and send the monthly newsletter to the school community in PDF (email, website) and paper forms.
4. To maintain and oversee the school website and social media accounts e.g., daily tweets.
5. Working with the Operations Manager, to maintain MIS and complete year end processes.
6. Working with the Operations Manager to input payroll data e.g., expenses, overtime.
7. To oversee the maintenance of filing for employer HR files.
8. To use word processing equipment to prepare, layout, print and dispatch documents for example letters, memos, committee reports and papers.
9. To coordinate the receipt, sorting and distribution of incoming messages, post and deliveries and the collection and dispatch of outgoing mail, packages and so forth.
10. To contribute to the organisation and arrangement of events – which may include (but not exclusively)

Version: September 2023

training courses, school assemblies, school swimming sessions, transport, festivals and concerts – through the provision of materials, equipment, set-up, invitations, publicity and so forth.

11. To lead working with outside agencies on school initiatives such as Healthy Schools, cycle training and the school travel plan.
12. To use computerised management information systems and/or paper-based filing systems to enter, record and retrieve data, supply information to support school administration and organisation and make returns required by a variety of sources
13. To coordinate and collate supplies, stock and ordering for school resources.
14. To support the cluster lead and Operations Manager in completing financial tasks for the school e.g. P.O. requests, payments on MCAS.
15. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
16. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment.
17. To complete school-based induction and any subsequent training required to improve performance.
18. To take part in the school appraisal system.



Safeguarding children and young people

Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

OTHER:

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Signed:

Employee:		Line Manager:	
Print Name		Print Name	
Date		Date	



Office Admin Assistant/Receptionist Person Specification

Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

Skills and abilities	Essential	Desirable
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓	
Ability to work independently and support the work of the team	✓	
Ability to be flexible and respond effectively to the 'unexpected'	✓	
Ability to communicate and interact effectively with adults, children and young people both inside school and those in the wider community	✓	
Awareness of sensitive information and the need for confidentiality	✓	
Ability to follow directions given by SAO and Principal	✓	
Ability to demonstrate respect for students and parents/carers and be able to listen to their views	✓	
Knowledge		
To have working knowledge of school databases		✓
An understanding of health, safety and security issues in schools		✓
To have working knowledge of social communication media e.g Twitter, website	✓	
Qualifications and experience		
A-level qualifications		✓
Basic ICT certification to support word processing and spreadsheet skills		✓
Knowledge and experience in MIS system Bromcom		✓
Knowledge and experience in EVOLVE		✓
NVQ Level II or equivalent qualification in Office Skills		✓
GCSE at level A – C in English and mathematics (or equivalent)	✓	
One year's experience, on a voluntary or paid basis, in an office or customer service environment		✓