

Line Manager: Student Services Manager

Job purpose

To support the receptionist and cover when needed to provide excellent customer service to all those who are in the front office area. To carry out various administration tasks to support the delivery of deadlines and the services team.

The list of accountabilities and duties in this job description should not be regarded as exclusive or exhaustive. Please note that, in consultation with an employee, the school reserves the right to update their job profile to reflect changes in, or to, their post.

Key accountabilities

- To actively promote the school and follow the school's ethos and values
- To actively promote the school's Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place
- To fully comply with the Health and Safety at Work Act 1974 etc, the School's Health and Safety Policy and all locally agreed safe methods of work
- At the discretion of the Headteacher, such other activities as may from time to time be agreed consistent with the nature of the job described above

Specific duties

- To undertake reception and telephone duties, answering enquiries from staff, students, parents and the general public
- Ensure all visitors are welcomed and records kept of their arrival and departure
- To retrieve and update information on manual and computer-based systems
- Provide clerical and administrative support, e.g. photocopying, typing, filing, collation of students reports
- To ensure out post and in post is effective and timely
- Report student and school issues in line with the school's policies for health and safety, child protection, behaviour management etc.
- Liaise with Site and Facilities staff to ensure the security of the school site
- To support lettings and attendance when required
- Support in exam periods in the preparation and timetabling when requested
- Note take at meetings if requested
- Attend meetings and training sessions as required
- Be involved in extra curricula activities, e.g. open days, presentation evenings.
- Participate within school wide systems such as termly data collection, appraisal, CPD (Continuing Professional Development), quality assurance
- Develop parental engagement
- Attend meetings as directed
- Meet internal and external deadlines
- Liaise with teams to provide co-ordinated support for students
- Actively encourage the development of positive relationships and promote confidence in care and education of students with parents/carers, reporting their concerns to designated employees
- Taking part in tutor for seniors and duties at break and lunch

Data Protection

Employees will be responsible for ensuring that workplace responsibilities within the school are carried out in compliance with the requirements of the Data Protection Act and the Employment Practices Data Protection Code, especially concerning confidentiality, treatment of personal information and records management.

Health & Safety

To ensure an effective and safe environment that promotes the welfare of children and employees, will take responsibility to be aware of the risks in the work environment and their potential impact on their own work and that of others. Employees should familiarise themselves with the School's Health and Safety policies.

Equality and Inclusion

The school believes that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued, and respected. We are committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation. The school has a number of policies to support this commitment that employees should ensure they are familiar with and compliant to. Any breaches may lead to termination of employment.

Sustainability and Environment

Mayfield School is committed to sustainable development and environmental initiatives. It accepts its environmental responsibilities and recognises the contributions it can make to the resolution of global, regional, and local environmental issues. Employees are required to support these aims.

Right to Work

British and European Law states that a person cannot be employed to this post if they do not have permission to live and work in the UK.

Safer Recruitment

Mayfield School is committed to safeguarding and promoting the welfare of children and young people and expect all employees to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

In line with 'Keeping Children Safe in Education,' the school will carry out an online search as part of our due diligence on shortlisted candidates. This may help to identify any incidents or issues that have happened, and are publicly available online, which the school might want to explore with the applicant at interview.

New employees will be required to apply for Disclosure Service certification as part of the school's employee recruitment process. Further information about the Disclosure and Barring Service is available from the DBS website at www.gov.uk/dbs. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1075, applicants for teaching posts are among those who are not entitled to withhold information about any previous criminal conviction.