

# COGNITA

## Role Profile: Receptionist Administrator (Temp-to-Perm)

### Purpose

To provide customer support and administration services for Cumnor House Schools. Offering practical and effective solutions to day-to-day functions of the front of house and any administration duties quickly, decisively, calmly, and professionally. Provide support to the Senior Administrator in ensuring all relevant parties are informed and supporting the the admin team.

### Key Accountabilities

#### Admin Support

- Ensuring all visitors, contractors etc. are greeted professionally and that the necessary security and safety procedures are followed.
- To manage responses to parental enquiries, including comments and complaints and provide excellent customer service.
- Answering telephone calls/emails and dealing with queries in a prompt and professional manner.
- Record and maintain attendance registers using the schools preferred Management Information System.
- To work with others collaboratively to introduce and improve procedures and processes.
- General administration of wraparound care and school bus service, including the Parent Portal (Cognita Connect).
- Provide admin/secretarial support to SLT and other staff as required.
- Be the first point of contact to support parents with the Parent Portal (Cognita Connect).
- Transport bookings for all trips and visits.
- Responsible for working with admissions team ensuring accurate and timely processing of all data of new students.

#### Marketing Support

- Maintain supply of appropriate marketing literature in the Reception area.
- Supporting SLT and marketing team with administrative arrangements of school events and Open Mornings.

#### First Aid

- To be flexible in working to meet additional requirements caused by the COVID-19 pandemic and to adapt processes as necessary to meet safety requirements
- To act as the School's primary First Aider and be responsible for the medical room:
- To deal with all enquiries of a first aid nature including the management of the medical room, first aid equipment and ordering of necessary supplies.
- To ensure compliance with all health and safety regulations in accordance with accidents, reporting procedures and management systems in the school.
- To be responsible for the security and safe storage of GP prescribed medication for pupils.
- To ensure that parent medical and administration of medicines consent forms are completed and filed accordingly.
- To be trained for specific medical conditions and on how to use and administer specialist equipment.
- To contact the parent/guardian of students to report incidents, sickness, accidents and emergencies.

#### General

- Reporting to, following the instructions and duties outlined by the Senior Administrator.
- To ensure all duties are carried out in accordance with Health and safety regulations and with due regard to Child Protection and Safeguarding.
- To undertake any training and development for the better fulfilment of the post.
- To undertake any other duties and responsibilities which fall within the competence of the postholder.

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## Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

## Key Stakeholders:

- **Internal** - School staff and School Support Centre colleagues, Parents, Pupils.
- **External** – Third Party Suppliers, Visitors.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Literate &amp; numerate, GCSE or equivalent Grade C in English &amp; Maths minimum.</li> </ul>	<ul style="list-style-type: none"> <li>• Paediatric First Aid training (training will be provided).</li> <li>• Administering medication (training will be provided)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to build and maintain excellent working relationships.</li> <li>• Proficient knowledge of Microsoft packages: Word, PowerPoint, Excel, Outlook.</li> <li>• Strong administration &amp; organisational skills (accurate and meticulous attention to detail grammatically &amp; numerically).</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of working with SIMS.</li> <li>• Working knowledge of using Microsoft TEAMS.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of working in an administrative role within a busy office environment and educational settings.</li> <li>• Excellent customer-facing and interpersonal skills.</li> <li>• Ability to work calmly under pressure adapt effectively to changing circumstances/situations whilst remaining firm and fair.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of input and manipulation of data.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Excellent people skills – confident &amp; friendly with a good awareness of customer care.</li> <li>• Excellent telephone manner.</li> <li>• Reliable and flexible with ways of working, including covering any of the school sites if required.</li> <li>• Able to show initiative and provide attention to time critical duties.</li> </ul>	

Signed: ..... Name (print): .....

Date: .....