



THE OAK-TREE GROUP OF SCHOOLS

OAK-TREE GROUP JOB DESCRIPTION

Post Title	Group Receptionist/Administrator
Post Holder	
Responsible To	Sharon Hewitt, Group Bursar Matthew Hagger, Group Managing Principal

All members of staff employed by The Oak-Tree Group of Schools are expected to uphold the Group's vision and ethos on a daily basis through their professional conduct, as well as working in accordance with its aims and policies. The duties outlined in this Job Description may be modified to reflect or anticipate changes in the job, commensurate with the salary and job title.

Main Purpose of the Role

This role is as a Group Receptionist and Administrator as part of a team that supports the day-to-day business in four local schools. You will have sufficient experience working in an office environment, proven secretarial skills and excellent awareness of customer service needs, including a warm and welcoming manner. Experience using all Microsoft Office packages, especially spreadsheets in Excel and Word documents, is essential and previous use of large databases would be useful.

Working Hours and Salary

This role is to work from 8.00am until 4.00pm, Monday to Friday throughout the year, with 25 days of holiday + bank holidays.

General Duties and Responsibilities

- To help ensure the Admin Office offers a welcoming environment for parents and visitors.
- To answer the telephones in a personable and welcoming manner.
- To check the Head Office voice messages each morning and to respond accordingly.
- To arrange appointments as necessary.
- To sort internal mail and distribute accordingly.
- To type letters, documents, promotional literature and policies as required.
- To deal with enquiries from parents, staff and pupils as promptly as possible.
- To help take fee payments by card or cash.
- To contact parents by telephone as necessary.
- To record and file information, in strict confidence, when necessary.
- To help with the administration of school events such as the Summer Ball and Year 3 Camp.
- To print and check the Head Office signing-in sheets, and complete where necessary.
- To provide holiday support for the four schools.
- To record details of admissions enquiries during school holidays and to send publicity materials as requested and to pass enquiries to the relevant Admissions Registrars.
- To check daily the various email addresses regularly and distribute emails accordingly.
- To take charge of all areas of the Head Office kitchen areas as directed.
- To help manage booking of the Meeting Room and ensure it is ready for meetings, including replenishing glasses, paper and stationery and providing sustenance when necessary.
- To provide morning tea/coffee for the Heads of Department each day.

Stock and Equipment:

- To provide a list of any stationery requirements for Head Office to the Lead Receptionist.
- To provide a list of any hospitality/kitchen supply items to the Lead Receptionist or Group Bursar.
- To order weekly grocery supplies as required.

Maintenance Support:

- To support the Group Maintenance Officer with orders and general administration.
- To maintain the schedule of fleet vehicles and keep up-to-date with:
 - Servicing/MOT – alert the Group Maintenance Manager when servicing/MOTs are due
 - Tax – renew the vehicle tax through the DVLA website as appropriate

Clubs and Activities

- To oversee the administration of all holiday clubs by:
 - Liaising with club staff about availability of sessions.
 - Preparing the initial letters and sending to the Group Managing Principal for approval.
 - Setting up the Ticket Source facility with all club information.
 - Liaising with the Group Marketing department to update the website Holiday Clubs pages.
 - Sending the initial letters to applicable families by Groupcall.
 - Monitoring the Ticket Source facility for responses.
 - Maintaining the Excel spreadsheets to show sessions booked.
 - Liaising with families as required.
 - Sending registers to club staff when finalized and highlighting any medical needs.
 - Preparing signage and sending to maintenance staff to be put up.
- To oversee the administration of the annual fireworks display by:
 - Preparing the Ticket Source facility with ticketing information.
 - Sending the initial letter to families by Groupcall as approved.
 - Monitoring the Ticket Source facility for responses.
 - Maintaining the Excel spreadsheets to show tickets booked.
 - Liaising with families as required.
 - Preparing signage and sending to maintenance staff to be put up.
 - Ordering resources for evening activities.
 - Booking first aiders to attend.
- To oversee the administration of the twice yearly Young Voices trip by:
 - Liaising with the Head Office team and music staff to book tickets with the O2.
 - Sending correspondence to the applicable families by Groupcall.
 - Creating a spreadsheet to assign tickets to family spectators by school.
 - Arranging for tickets to be taken to each school for distribution to families.

Staff Identity Lanyards

- Liaising with the Group Marketing department for photos to be taken of new staff.
- Maintaining the staff identity software with the staff photos and keeping up-to-date.
- Printing the staff identity cards as required for new staff using the appropriate template.
- Arranging for staff identity cards and lanyards to be taken to the relevant school for distribution.

Policies and Documents

- To update all school policies annually during each summer break by creating a new copy with a new filename and changing any staff names and other information as appropriate.
- Once approved by the Group Managing Principal, to take previous policies off each website and upload the new policies in alphabetic order.
- To upload documents to the staff and parent portals as required, eg timetables and handbooks.

On-going Responsibilities:

- To support the aims of the Group.
- To promote equality of opportunity and anti-discriminatory practice.
- To follow Health and Safety procedures and report any concerns to the Health & Safety Officer.
- To comply with local authority Safeguarding Procedures.
- To follow the Data Protection Policy.
- To attend relevant training courses as identified and agreed.
- To ensure that all work and demeanour conforms to the brand values of the Oak-Tree Group.

The Group Receptionist & Administrator should also be prepared to undertake other such specific duties that may from time to time be assigned by the Group Management Team.

Person Specification:

Essential:

- Good standard of education – attainment of GCSE or equivalent to include English or Maths Grade C or above.
- Excellent administrative skills.
- High level of IT proficiency including accurate typing and keyboard skills.
- High level of discretion, understanding of and experience of maintaining confidentiality.
- Excellent written and oral communication skills (including telephone manner). Ability to communicate with a wide range of audiences including staff, governors and pupils.
- Good communication skills to liaise effectively with a range of colleagues.
- Ability to work effectively as part of a team, understanding staff roles, responsibilities and your own position within these.
- Ability to react calmly and quickly in an emergency.
- Ability to comply with policies and procedures relating to child protection, health, safety and security, confidentiality, data protection and equal opportunities.

Desirable

- Experience working in a school environment.
- First Aid qualification.