**Job Description**

|  |  |
| --- | --- |
| **Job Role:** | **Office Receptionist & Administrator** |
| **Department:** | **Education**  |
| **Location:** | **Moreton & Gillingham** |
| **Reports to:** | **DSL** |
| **Main purpose of job role:** | The main purpose of the job role for an office receptionist at Employ my ability is to provide exceptional customer service and administrative support to ensure the smooth operation of the office. This includes greeting visitors, answering and directing phone calls, handling inquiries, scheduling appointments, managing office correspondence, and assisting with various administrative tasks as needed. The office receptionist plays a crucial role in creating a positive first impression for clients and visitors while efficiently managing the front desk responsibilities. |
| **Key tasks:** |

|  |  |  |
| --- | --- | --- |
| **No**  | **Responsibility**  | **Details**  |
| **1** | **Management of the reception**  | Oversee the cleanliness, resources, organisation of the office reception. To adhere to policies/procedures when working with contractors, visitors, or auditors. To manage the student absence line and communicate where appropriate. To manage the phone system around term dates. Signing in/out visitors and staff. To oversee calls/ visitors/ emails/ post/ petty cash. |
| **2** | **Registers and attendance** | Monitoring morning and afternoon student registers for completion. Any student not arrived by 9.30am phone home and report to tutor and DSL.  |
| **3** | **Coordination of meetings/ paperwork including EHCP annual reviews.**  | Co ordination of external meetings, events, transitions which will include sending documents to eternal agencies/parents. This can also include setting times for events such as enrolment day and parents evenings. Work with Referrals and Student Experience Manager to co-ordinate student annual reviews. Manage the bookings, prepare and collate documents and distribute paperwork and actions. |
| **4** | **EHCP admin** | Ensuring most up to date EHCP is on file and updating outcomes on systems.  |
| **5** | **Student files and information**  | Oversee information for student files to make sure details are up to date and correct. Onboarding new students. Populate student documents ready for completion such as study programmes, reports etc.  |
| **6** | **Manage stock**  |  To manage the correct levels of stationary, uniform, promotional items |
| **7** | **Manage medication cabinet** | Manage medication cabinet, stock levels, medication file, parent/carer consent forms.  |
| **8** | **Management of vehicles** | To oversee and manage the vehicles to include booking systems, calendar, MOT service, fuel and cleanliness.  |
| **9** | **Invoicing** | Weekly scanning of invoices for the finance team.  |
| **10** | **General Administration tasks** | To complete general administration tasks upon request including system administration. Support with tutor admin.  |

 |
| **Other duties/****responsibilities:** | To be flexible in working with other parts of the business to complete general administration tasks.  |
| **Safeguarding:** | Employ My Ability takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of young people. Therefore, we require that all staff share this and act accordingly by applying organisation policy and procedure and attending annual safeguarding training. |
| **Equality & Diversity:** | Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all. |
| **Health & Safety:** | Promote Employ My Ability’s Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department. |

|  |  |
| --- | --- |
| **Employee Signature:** | **Date:** |
| **Line Manager Signature:** | **Date:** |