

Manor and Castle Development Trust Ltd

JOB DESCRIPTION

Job Title:	Receptionist / Admin Support
Location:	Sunshine Pre-School
Responsible to:	Pre-School Manager / Development Manager Children and Families
Salary:	Dependant on age and experience
Hours:	16 ½ hours (9:30am – 3:30pm Wed-Fri) All year round

Purpose of Job

To be the first point of contact and to meet and greet all parents, children and visitors. To maintain a positive and professional manner when dealing with all enquiries and situations. To provide high quality support to the business administrator, management and carry out reception duties.

Responsibilities

1. Greet parents, children and visitors with a positive, helpful and informative attitude.
2. To maintain a consistent, professional dress and manner.
3. Helping maintain workplace security by issuing, checking and collecting badges as necessary and maintaining visitors and staff logs.
4. Dealing with a variety of administrative tasks including photocopying, laminating, filing, printer maintenance, taking notes, typing minutes, sorting, disturbing and posting mail accordingly.
5. Posting and distributing invoices and other post as necessary.
6. Ordering school dinners and processing money as needed.
7. Preparing meeting / group rooms with relevant signs.
8. Keeping stock checks and ordering stationery/cleaning supplies when necessary and storing.

9. Ordering ASDA, distributing and storing as appropriate.
10. Ordering and adjusting milk order for Pre-School.
11. Producing relevant paperwork for orders and purchases (PAFS)
12. Inputting relevant data onto spreadsheets.
13. Answering and forwarding calls in a professional manner and taking messages where necessary.
14. To collate staff attendance record and produce a monthly report for management and HR purposes.
15. To provide excellent customer service.
16. To distribute application forms and input on to the waiting list, keeping it current.
17. Refreshing and maintain reception posters and leaflets, as well as signing in books.
18. Contact tradesmen as and when necessary after reviewing the building file.
19. Producing and distributing posters and signs for nursery and advertisements.
20. Support in carrying out and recording risk assessments.
21. To inform your line manager of any difficulties that arise in providing a high-quality service to Pre-School.
22. To undertake relevant training as identified in conjunction with you line manager.
23. To adhere to current policies, procedures and legislations.
24. To undertake any other duties as directed by your line manager.

PERSON SPECIFICATIONS

Skills	Essential	Desirable
Excellent organisational skills	•	
To have a high standard of English, both written and verbal	•	
Ability to communicate effectively both verbally and in writing, with a range of people and organisations	•	
Ability to manage and prioritise own workload including meeting deadlines	•	
Ability to cope with fluctuating priorities and to have a flexible approach	•	
Ability to work well under pressure	•	
To be computer literate with good understanding of Microsoft Office (Word/ PowerPoint/ Publisher)	•	
Ability to work on own initiative and as a part of a team	•	
Experience/Knowledge		
Experience of working in a busy environment		•
A knowledge and commitment to work towards the Trusts aims and objectives		•
Personal Qualities		
A good sense of humour		•
Willingness to undergo training for professional development	•	
Non-judgmental, empathic approach with people	•	
An understanding of both equal opportunities and social inclusion	•	
Positive approach and patient attitude	•	