

## JOB DESCRIPTION

<b>POST TITLE:</b>	Receptionist/Clerical Assistant
<b>POST RESPONSIBLE TO:</b>	Office Manager
<b>SALARY:</b>	SP 13 - 18 £17,391 - £18,870 (pro rated to £9,949 - £10,795)
<b>HOURS OF WORK:</b>	Monday 8.00 – 16.00 Tuesday 8.00 – 17.00 Wednesday 8.00 – 17.00
<b>CONTRACT TERM:</b>	Permanent
<b>CLOSING DATE:</b>	Sunday 6 <sup>th</sup> January at 9am
<b>INTERVIEW DATE:</b>	Week commencing 7 <sup>th</sup> January
<b>START DATE:</b>	Immediate start

### JOB PURPOSE

To provide a welcoming, professional efficient and responsive receptionist service to staff, parents, students and visitors to the WMG Academy for Young Engineers.

### DUTIES AND RESPONSIBILITIES

- Providing a courteous and professional first point of contact for all visitors, staff, students and parents who enter and contact the WMG Academy;
- Ensuring that safeguarding procedures are adhered to by ensuring that all visitors to the WMG Academy are:-
  - signed in and out of the building;
  - issued with a visitor's pass;
  - accompanied/escorted appropriately.
- Contacting Academy staff to alert them to the arrival of a visitor and to monitor the collection of the visitor from Reception by Academy staff;
- Being vigilant at all times and to monitor the CCTV system and immediately alert the Facilities Manager to any incidents;
- Recording in writing any incidents witnessed via the CCTV system;
- Forwarding all incoming communications, verbal, electronic and paper (including post) to the appropriate member of staff, student or visitor. This will include answering the telephone, re-directing calls, recording and issuing of messages - ensuring appropriate responses are given;
- Provide an early response for administration, in support of absent teachers, by contacting staff and agencies where necessary
- Ensuring that all students who arrive late sign in;
- Ensuring that all students who leave early sign out;
- Recording, daily, all student absences/lateness on the MIS system (Progresso);

- Safeguarding the welfare of students when entering and leaving the premises. This may include ensuring that the Academy car park and entrance are clear from any congestion which may jeopardise student safety and prevent emergency vehicles from entering the site;
- Taking receipt of deliveries and ensure that they are distributed to the correct person within the Academy;
- Issuing Academy door keys to appropriate Academy staff, ensuring that each key is logged in and out and signed for;
- Supervising the “within the day” signing in/out book for academy staff who are off-site for visits etc;
- Co-ordinating the sale and replenishment of Academy ties;
- Monitoring the fire panel ensuring immediate response and evacuation procedure;
- Contacting, in the event of an emergency, the Emergency Services ensuring relevant and accurate information is provided;
- Co-ordinating the issue of student locker keys and replacement of lost locker keys;
- Maintaining the locker-key database;
- Ensuring all lost property is logged and, where possible, returned to the rightful owner;
- Processing all outgoing mail in accordance with the Academy’s mailing procedures;
- Ensuring the Reception area is kept tidy and presentable at all times;
- Provide clerical support to staff within the WMG Academy;
- To provide routine administrative support as detailed by the Office Manager.

#### **Attendance**

- To oversee the administration of lesson attendance in Progresso;
- To follow up missing marks with staff initially and follow up by contacting parents;
- To monitor and manage the accuracy of registers;
- Ensure student marks are accurate and consistent throughout;
- To ensure register codes are correct;
- To produce and action reports for staff as requested.

#### **Roles and Responsibilities - Generic**

The following applies to all members of the Admin Team:

- Working within the Admin Team to provide a first class service to WMG Academy’s students, staff and visitors;
- Modelling the highest professional standards to staff and students in all aspects of the role;
- Being committed to working in a cohesive, supportive and forward-thinking team of colleagues which shares an ambitious vision for the WMG Academy;
- Being prepared to work ‘across the piece’, being flexible and interested in other areas, e.g., open evenings, parents' evenings, weekend induction events;
- Working at all times to the standards set out in the Code of Conduct for Staff;
- Any other duties as requested by your Line Manager and commensurate with grade.

**PERSON SPECIFICATION FOR RECEPTIONIST/CLERICAL ASSISTANT**

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively:

<b>REQUIREMENTS</b> The post holder must be able to demonstrate:	ESSENTIAL (E)
<b>QUALIFICATIONS</b>	
GCSE (or equivalent) grade C or above in English and Mathematics	E
Educated to A'Level/Level 3	D
Evidence of continuing professional development	D
<b>EXPERIENCE</b>	
Previous reception/clerical experience	E
Experience as working as part of a busy team	E
Experience of using telephone systems	E
Previous education administration experience	D
<b>KNOWLEDGE AND SKILLS</b>	
Excellent verbal communication skills	E
Excellent interpersonal skills	E
Ability to deal with difficult conversations in a calm manner using high levels of tact and diplomacy	E
Computer literate and familiar with applications such as MS Office	E
Ability to work unsupervised and take initiative	E
Good written communication skills	D
<b>PERSONAL ATTRIBUTES</b>	
Ability to establish positive relationships with students, staff and visitors	E
Flexibility and adaptability	E
Confidentiality and discretion	E
A commitment to safeguarding to learners within the academy	E
Enthusiasm, optimism and energy	E
Ability to organise, plan and prioritise	E
A commitment to ensure data is stored/disposed of appropriately	E

All offers are subject to clearance of references and enhanced DBS checks

## FURTHER PARTICULARS

*“We have some of the best companies and supply chains in our local area, and they all desperately need new talent and skills to help them grow. That is why the WMG Academy for Young Engineers is so important”*

*Professor Lord Bhattacharyya, Chairman, WMG*

### **The WMG Academy for Young Engineers**

The WMG Academy for Young Engineers is a University Technical College for 14 - 19 year old learners, which opened in September 2014. Formed between a partnership of the University of Warwick (led by Warwick Manufacturing Group - WMG) and with the support of national, regional and local businesses such as Jaguar Land Rover, National Grid and Squires, who are committed to providing a better way of learning for the engineers of the future. Our Ofsted report in March 2017 graded us as ‘good’ in all areas.

The WMG Academy’s focus is on engineering, information, digital and communication technologies. It caters for 640 students of 14 - 19 years from Coventry, Warwickshire and Solihull. The WMG Academy initiates and supports the development of well-educated and industry trained students who not only have the qualifications but also the functional skills, knowledge and personal qualities to make an impact in the world of work and/or further and higher education.

### **Our vision**

We will ensure that our students have raised aspirations that will provide the motivational drive to succeed. Strong employer and further and higher education links, as well as a professional ethos and culture, will ensure the students will be in demand from employers.

Our unique status of working very closely with some of the biggest employers in the region means that we have shaped the curriculum from day one to ensure we produce students with a professional ethos and culture that is in high demand in today’s working world.

The focus of the curriculum will be a series of projects – real business-focused, practical problems and challenges that reflect fully the world of work. Employers provide mentors to help our students get a full understanding of life in engineering. This ‘better way of learning’ means that education will be exciting for our students. We give them an experience of real value; one that will lead to a diverse range of positive progression pathways for every single student.

Team working is the norm and students work together to develop the skills that employers value. We are committed to developing team working, problem solving, creativity, leadership, communication, resilience and an ability to respond to change. As staff, it is our role to model those skills and behaviours to our learners in everything that we do.

## **The Role**

The successful candidate will be the first point of contact for the WMG Academy for Young Engineers and will be a consummate professional who will offer a warm and friendly welcome to everyone.

You will be responsible for the efficient running of a busy reception area and providing clerical support to all WMG Academy staff as and when required.

You will demonstrate and demand the highest standards of delivery and you will be fully committed to raising attainment to enable all learners to achieve outstanding success.

## **Terms and Conditions - Admin Team**

### **Flexibility**

In addition to the above hours of work, it is expected that there will be additional work in evening/weekends, e.g. supporting events, open days, induction days and parents' evenings. Time off in lieu (TOIL) will be given during term time in agreement with your line manager.

### **Cover**

The Admin Team will provide additional support for Reception.