

JOB DESCRIPTION

FRONT OF HOUSE ADMINISTRATOR

Reports to	Administration Manager
Contract terms	37.5 hours per week – Monday to Friday 8:30am - 5.00pm
Annual Leave	25 days paid holiday plus bank holidays
Free on-site parking	

Job overview

To be the first point of contact for visitors and staff and offer an effective and friendly front of house service as well as providing administrative support to the wider Jigsaw team.

Main duties and responsibilities:

- Undertaking reception duties including answering the telephone, welcoming and greeting visitors and ensuring they are correctly checked in; providing them with refreshments and managing face-to-face enquiries
- Maintaining the School and JigsawPlus calendars/diaries including coordinating the bookings for meeting rooms and minibus bookings
- Ensuring staff common areas such as the Staff Room, Kitchen and Meeting Rooms are tidy, and maintaining the communication boards around the school to ensure information is visible and up-to-date.
- Collecting the school registers and checking pupil attendance and appropriately recording the information on Jigsaw's internal system
- Managing the School and JigsawPlus 'Administration' inboxes and responding to/forwarding emails to relevant staff, as appropriate
- Coordinating incoming and outgoing post and deliveries
- Providing administrative support to staff and the senior management team to include photocopying, filing and preparing packs for workshops, open mornings and parent evenings
- Assisting with the new starter process by sending a welcome email and organising equipment for new starters to include access fobs, uniform, lockers, keys and car badges
- Ordering stationery and supplies for the administration team and common staff areas
- Maintaining the petty cash for JigsawPlus and ensure data is accurately captured
- Undertaking any other tasks which can be reasonably expected in relation to the role
- Promoting and ensuring the good reputation of the Jigsaw Trust and its individual divisions

PERSON SPECIFICATION

Knowledge, skills and experience

- Experience of working in a front-facing customer service role
- Educated to GCSE (or equivalent) with a minimum grade C/4 in Maths & English
- First Aid trained or happy to undertake First Aid training
- A competent user of the Microsoft Office suite (Outlook in particular)
- A warm, courteous and professional demeanour and telephone manner
- Good communication skills both verbal and written
- Excellent organisational skills
- A team player with good problem solving skills

Personal qualities

Achieving results

- Distinguishes between critical and irrelevant pieces of information
- Gathers information from a variety of sources to reach a conclusion, complete a task
- Promptly and efficiently completes work assignments
- Tailors communication (e.g. content, style and medium) to diverse audiences
- Displays a positive attitude in the face of ambiguity and change
- Organises the use of resources to meet expectations and identifies difficulties
- Initiates collaboration with others and spontaneously assists others in the delivery of their work
- Contributes positively to the team
- Shares all relevant information with others and seeks others' input

Building relationships

- Responds to and anticipates others' needs in a timely, professional, helpful and courteous manner, regardless of others' attitude
- Strives to consistently meet service standards
- Listens actively, considers people's concerns and adjusts own behaviour in a helpful manner
- Maintains continuous, open and consistent communication with others
- Understands and uses the Organisation's structures, rules and networks
- Knows and respects the Organisation's Code of Conduct and values

Planning for the future

- Takes advantage of learning opportunities provided (e.g. courses, feedback from supervisor or peers) to meet requirements of current job
- Is able to explain how own work relates to the work of the Organisation
- Fosters two-way trust in dealing with contacts (e.g. maintains appropriate confidentiality regarding sensitive information)

THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.