

Post: Business Administrator with responsibility for Reception for Kings Cross Academy and Frank Barnes School for Deaf Children		Grade:
Hours: 37.5 hrs 8am to 4pm Weeks: 39 weeks (term time)		Salary range: SCP
Responsible to: Business Manager		
Responsible for: N/a		
Job Purpose:		
<p>The Business Administrator with responsibility for Reception will provide an outstanding level of customer service and assist with the smooth running of the business and facilities management at the King’s Cross site and guarantee the highest possible standards of education to all pupils. The postholder will be an effective member of the Business Team within the school. They will provide a professional level of support to the Business Manager and present a courteous and efficient reception service and facilitating internal and external communication.</p>		
Key responsibilities:		
Working to assist the Business Manager in the smooth running of the school by:		
Reception duties	Communicate effectively with people at all levels both verbally and in writing.	
	Ensuring a friendly and efficient reception service is provided by greeting visitors, taking calls, signposting enquiries to the right place and answering queries politely, in a timely manner and accurately.	
	Ensuring effective safeguarding for visitors, staff, pupils entering / leaving the schools including signing people in and out, issuing passes, monitoring CCTV and ensuring the reception desk is not left unattended.	
	Carrying out administrative duties to support the Business Team including diary management, assisting with organising events, collection of data, maintaining databases and recording information in a confidential way, filing, photocopying, ordering stationery and managing incoming and outgoing post and deliveries.	
	Producing and distribute newsletters and other forms of communication to ensure pupils, parents and visitors have the information they require.	
	Ensure the business team processes are as aefficient as they can be.	
	Ensuring the reception is not left unattended 39 weeks of the year and to provide cover for colleagues in the team as required (additional working during school holidays may be required).	
	Help arrange new pupil visits.	
	Checking staff and pupils attendance and ensuring any absences are recorded and reported correctly.	
	Keeping confidential pupil files, both physically and on the school’s management information systems correctly. Administration of school lunches, passing figures to the kitchen and ensuring that all students & staff receive the correct lunch	

	<p>To develop good deaf awareness and understanding of the professional needs of deaf and hearing colleagues, e.g. the use of English and British Sign Language Bilingually and the use of video-phones, 3rd party facilities, e.g NGT system, BSL interpreters, etc.</p>
	<p>Support the school's policies, including Language and Communication, safeguarding, data protection and child protection policy and procedures.</p>
	<p>All employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked by the Business manager, CFO, the Head teachers of KCA and FB to perform other duties.</p>

PERSON SPECIFICATION		
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Responsible for: N/a		
Factors	Essential	Desirable
Qualifications & Training	Educated to standard A Level or skills and experience commensurate with this level of education, and a commitment to undertaking any qualifications deemed relevant to the role, and holding Maths and English GCSE 'C' or above.	Educated to Degree standard.
		BSL Level 1 & 2 and/or willingness to learn.
		Word processing/RSA qualification.
		First Aid qualification or willingness to learn.
Experience	Microsoft office packages: particularly Word, PowerPoint and Excel.	Experience in an educational or customer service context.
Knowledge and Awareness	Deaf awareness and the philosophy of bilingualism.	
	The lines and methods of communication that apply within the school setting.	
	The importance of respecting the skills and expertise of other practitioners.	
	The schools' Code of Conduct.	Principles of Emotional Intelligence.
	The importance of integrating new information and/or learning in order to meet current best practice, quality schemes or regulatory requirements.	An understanding of the techniques of reflective analysis and using reflection as a tool for aligning what we say we do and what we actually do.
	Key policies and how to access them.	Understand the way that partner services operate - their procedures, roles and relationships - in order to be able to work alongside them effectively.

	Understand what is meant by safeguarding, being aware of national guidance and local procedures.	
	Know what to record, how long to keep it, how to dispose of records correctly, and when to feed back or follow up.	
Skills and Behaviours	Ability to cultivate positive relationships and to represent the school to a wide variety of stakeholders, both internal and external, on the phone and in person.	
	Ability to function successfully as part of the schools' Business Team using the common core standards.	
	Ability to observe the highest standards of confidentiality.	
	Ability to take personal responsibility for all equipment in own area.	
	Recognise the importance of respecting the skills and expertise of other practitioners.	
	Know who to share information with and when; understand the difference between information sharing on individual, organisational and professional levels.	
	Ability to prioritise and be highly organised.	
	Ability to be punctual and reliable.	
	Ability to show attention to detail.	
	Ability to be flexible and have a positive attitude.	
	Ability to work in a team.	
Ability to use initiative.		
Commitment	Commitment to the highest standards of professionalism.	
	Safeguarding and promoting the welfare of all children and young people.	
	Equal opportunities and assisting the school in enabling all its learners to fulfil their potential.	
	Flexibility will be required for lunch breaks to accommodate busy periods.	
	Commitment to school policies and practices.	
	Cover for the Business Team will be required at all times	

Commitment to working in an open, consultative manner.	
A healthy lifestyle to support regular attendance.	
Commitment to Health and Safety in the work place and how to implement it.	
Commitment to following the schools' bilingual ethos and be willing to implement the language and communication policy.	
Commitment to promoting positive attitudes towards deaf children and staff.	
Commitment to the schools' Mission, Vision, Values and priorities.	
To carry out any other tasks linked to the post as directed by the Business managers or Headteachers.	

Please explore our websites for further information on Frank Barnes School for Deaf children and Kings Cross Academy.