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| Location: | Foundation Office, Edgbaston Park Road, Birmingham, B15 2UD / Academy Trust Schools |
| Accountable to: | Receptionist/Admin Assistant |
| Direct reports: | Head of Governance |
| Hours of work: | 35 hours per week, Monday to Friday (including 4 hours per week course work for apprentice) |
| Salary: | £25,000 |
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| **Purpose of the role** | |
| **The Schools of King Edward VI in Birmingham (“the Foundation”) is one of the most significant educational charities in this country. King Edward’s School was founded in 1552, and now in the 21st century the Foundation runs fourteen schools – two independent fee-paying schools, six selective academies and six non-selective academies.**  **The King Edward VI Academy Trust Birmingham (“the Academy Trust”) was established in 2017 and is made up of the twelve academies outlined above. Our overarching mission is “to make Birmingham the best place to be educated in the UK”**  **The main purpose of this role is to be the first point of contact for the Foundation Office, ensuring the smooth and secure running of Reception, providing quality customer service and visitor management. Handling a range of administrative and clerical tasks to support daily operations and delivering smooth communication within the organisation. The role also involves providing administrative support to the Head of Governance. This includes tasks such as maintaining records, communication with Governors and external parties document management and processes in relation to the Foundations Governance procedures and policies.** | |
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| **Principle responsibilities and duties** | |
| **RECEPTION TASKS:**   * Welcoming guests, answering their inquiries and directing them to the appropriate member of staff and meeting room * Manage the switch board, taking messages from incoming phone calls and voicemail messages and forwarding to the relevant member of staff or team * Co-ordinate front desk activities – providing security passes for visitors, receipting and distributing Amazon deliveries * Handling incoming and outgoing mail, distributing internal mail to staff and using the franking machine for external mail. * Managing online meeting room booking requests from staff * Managing the Office email account and forwarding emails to staff where appropriate * Maintaining a register of cheques received in the post or handed into Reception * Managing the office stationery and ordering items on a monthly basis for staff via the Foundation’s Stationary Supplier * Requesting food orders on behalf of staff for in-house meetings. Providing refreshments for meetings and ensuring if the meeting is held in the board room, that it is clean and tidy * Maintaining and updating office lists, for example, the staff key inventory and the register of staff car registrations * Assist with the arrangements for providing id cards and car parking passes for new members of staff * Assist CEO’s PA with the weekly testing of fire alarms and security lights * Maintaining a tidy and organised Reception area; ensuring the Reception area is clean and presentable   **GOVERNANCE TASKS:**   * Assisting the Head of Governance with administrative duties, for example, compiling agendas and inputting events via the in-house system * Providing support to the Head of Governance with the administration of permanent exclusions, panel hearings and SARs * Record keeping; maintaining accurate and up-to-date records, databases, and files relating to Governance activities such as PEX/complaint hearings and GIAS * Communicating information to relevant stakeholders, including board members, committees and staff * Providing support with the process of onboarding and offboarding governors * Assisting with DBS checks for Governors; photocopying certificates and supporting evidence * Maintaining confidentiality when handling sensitive information with discretion and professionalism * Ensuring compliance with relevant policies, procedures and regulations * Contributing to the ongoing improvement of Governance processes * Any other requests which are deemed to be reasonable and within the remit of the role   **ADMINISTERING ADMISSIONS APPEALS:**   * Prepare a focused agenda for each hearing * Request supporting documents from the admissions department and the relevant school, informing these parties of the deadline to provide the documents * Make all the necessary administrative and logistical arrangements, contact panel members, convene meetings for each hearing and distribute relevant paperwork according to appropriate timelines * Notify the parties of the order of proceedings in advance of the hearing * Act as the first point of contact for assigned hearings and respond to queries from the appellants in advance of the heading * Follow up any agreed action points with those responsible and inform the Chair of progress * Maintain a record of signed minutes of meetings at the Foundation, and ensure copies are sent to relevant people on request and are distributed appropriately | |
| **General responsibilities and duties** | |
| * To develop a clear understanding of the Foundation’s vision, mission, and strategic aims and to actively support these * To remain up to date with the Foundation’s policies, procedures and code of conduct and always uphold these * To remain committed to the safeguarding of all our students * To identify and undertake relevant training to enable continuing professional development, where resources allow * To prepare for and proactively engage in the performance review cycle with your line manager * To attend appropriate internal and external meetings, as directed by your line manager * To undertake such other duties as are agreed as being in keeping with the general nature of the job and its grade   The successful candidate will be required to fulfil an enhanced DBS check.  This job description reflects the current requirements of the post. As duties and responsibilities change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities will  vary from the particulars of this job description. Job descriptions will be updated or amended from time to time to reflect such changes. | |
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| **Person Specification** | |
| **Essential** | **Desirable** |
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| **Knowledge and experience** | |
| Experienced in using the Microsoft Office Suite |  |
| Excellent oral and written communication skills |  |
| Handling confidential information in an appropriate manner |  |
| Ability to prioritise workload and work to deadlines |  |
| Excellent listening and relationship building skills |  |
| Knowledge of customer service principles and practices |  |
| A willingness to attend appropriate training and development |  |
| Ability to demonstrate a proactive and resourceful attitude using own initiative |  |
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| **Qualifications** | |
| Good level of education at least to GCSE standard or equivalent, including Maths & English | Further or higher education qualification or equivalent |
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| **Skills** | |
| Ability to organise and prioritise workload |  |
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| Excellent oral, listening and communication skills |  |
| Build and maintain a professional working relationship with colleagues |  |
| Good time management skills with the ability to meet deadlines |  |
| Willingness to attend appropriate training and development opportunities |  |
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| **Competencies** | |
| Team focussed  Flexibility  Proactivity  Reliable and adaptable  Delivering quality  Delivering at pace  Acting on integrity |  |