

**SUPPORT STAFF**  
**JOB DESCRIPTION**

<b>ROLE TITLE</b>	Exams Administration and Reception Assistant
<b>CONTRACTED HOURS</b>	37 hours per week/39 weeks per year
<b>LOCATION</b>	Romford, Havering
<b>GRADE / SCALE POINT – SALARY</b>	Scale 3.5
<b>REPORTING TO</b>	Data, Finance & Operations Manager

**INTRODUCTION**

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

**JOB PURPOSE**

**Examinations**

To provide assistance and support to the Data, Finance and Operations Manager in all aspects of the examination process, as well as providing administrative support in the provision and delivery of all other school related information.

**Reception**

To provide a professional and effective school front office service to stakeholders.

**KEY TASKS & RESPONSIBILITIES**

**EXAMINATIONS**

- To ensure that pupils are entered for the correct external examinations.
- To inform staff of examination requirements and regulations, to collect information from staff and pass it on to the Examination boards.
- To manage the modular/unitised exams taken through the year.
- To disseminate information about exams to staff, pupils and their parents including entry deadlines, timetables, JCQ instructions for candidates, exam policies and to keep the school website updated with this information.
- To liaise with staff, parents, pupils and process complaints and queries about examinations (including ex-students).
- To support with any queries, missing marks and re-mark requests following results day, including assisting pupils in clarification of grades and making contact with examination boards as necessary.
- To check examination papers as they arrive and be responsible for the daily secure, honest running of public examinations.
- To be responsible for the safe and efficient dispatch of scripts and other materials to the examination boards, examiners and moderators.
- To create the examination and invigilation timetable, eg. Dates/times of examinations and the number of entries and invigilators and to make the timetables available to staff, pupils and parents via the shared drive, notice boards and website.

- To sort out all clashes and make appropriate arrangements.
- To be responsible for distribution of certificates.
- To make arrangements for internal mock examinations including timetable, rooming and invigilation.
- To input data generated from liaising with HODs on pupil entries with regard to the relevant examination boards and syllabuses studied. To establish the number of entries at each tier and to process entries and forecast grades within the deadlines set.
- To cover Reception duties in circumstances of staff absence.
- To cover first aid duties as required.
- All other administrative tasks as required.

#### RECEPTION

- Act as first point of contact for all visitors and carry out security and safeguarding procedures, ensuring that all visitors sign in and out and are issued with ID badges;
- Notify appropriate member(s) of staff of the arrival of visitors. Ensure that visitors do not enter the main school building without an escort, unless this has been authorised by the person they are visiting;
- Work in the school office as a source of central information and communication point with regard to queries and requests for information from parents and other individuals/organisations;
- Control pupils' signing in and out during school hours;
- Take delivery of items if required. Notify the addressee to arrange removal. Arrange for return of items as necessary;
- Make, receive and redirect telephone calls, including voicemail, text and email communications. Take messages and ensure that these are passed on as quickly as possible.

#### SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

#### GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.
4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.

5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the line manager or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE</b>		
<b>Technical or Specialist</b>	<ul style="list-style-type: none"> <li>NVQ or equivalent in a relevant subject</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of School / Trust Computer systems</li> </ul>
<b>Literacy and Numeracy</b>	<ul style="list-style-type: none"> <li>Secondary education up to GCSE level or equivalent</li> <li>Ability to set out letters / documents and to use grammar correctly</li> <li>Able to carry out basic calculations accurately</li> <li>Computer literate</li> <li>Able to main routine records e.g. school meals, sale of tickets, supplies.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of computer systems relevant to the school, MIS Arbor</li> <li>Competent and confident in use and interpretation of databases and spreadsheets.</li> </ul>
<b>Organisational</b>		<ul style="list-style-type: none"> <li>Knowledge of Trust's administrative procedures e.g. ordering / incoming and outgoing post</li> <li>Knowledge of basic health &amp; safety responsibilities and safeguarding procedures.</li> </ul>
<b>Equipment / Materials</b>	<ul style="list-style-type: none"> <li>High level, accurate keyboard skills.</li> <li>Able to use / operate general office equipment e.g. printers, photocopiers, binder, computers</li> </ul>	
<b>Research</b>	<ul style="list-style-type: none"> <li>Able to use the internet effectively for routine research</li> </ul>	
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Ability to check stock deliveries accurately</li> <li>Ability to resolve a range of day-to-day problems, using own initiative.</li> <li>Know when it is appropriate to refer upwards</li> </ul>	
<b>Creative Thinking</b>	<ul style="list-style-type: none"> <li>Design and produce documents / advertisements etc</li> </ul>	
<b>Planning</b>	<ul style="list-style-type: none"> <li>Organised and methodical approach to admin tasks</li> <li>Ability to manage and coordinate projects and in-house events e.g pre-public examinations</li> </ul>	

<b>Interpersonal and Communication</b>	<ul style="list-style-type: none"> <li>• Tact and diplomacy second nature</li> <li>• Articulate with a good grasp of the English language</li> <li>• Patience and tolerance when dealing with parents / pupils who may be upset or appear unreasonable</li> <li>• Understanding of the necessity and ability to maintain absolute confidentiality</li> <li>• Pleasant and helpful telephone and face-to-face manner</li> <li>• Ability to function effectively as part of a team</li> <li>• Ability to remain calm under pressure.</li> </ul>	
<b>Keyboard</b>	<ul style="list-style-type: none"> <li>• High level keyboard skills</li> </ul>	
<b>Manual Skills</b>	<ul style="list-style-type: none"> <li>• Routine manual handling skills</li> </ul>	
<b>Level of Autonomy</b>	<ul style="list-style-type: none"> <li>• Able to make day-to-day decisions about own workload, within clear guidelines and procedures. Supervisory assistance is available most of the time.</li> </ul>	