**PERRY COURT E-ACT ACADEMY**

**JOB DESCRIPTION**

**JOB TITLE: Receptionist**

**GRADE: Scale Point 8 Spot Salary
 Term-time, 5 inset days plus one week.**

 **(+ 1 Week to be worked the last week of August School Holidays)**

**Hours: 13.5 Hours per Week**

 **Wednesday – Friday 11.45am – 4.15pm**

**Managed By: Regional Academy Operations Officer**

**FTE Salary: £14,771.00**

**Actual Salary: £4,950.05 (Paid in 12 monthly instalments)**

**PURPOSE OF JOB**

To provide full reception services and clerical support for the completion of effective support services in the running of the school. Provides point of contact for parents and visitors, ensuring information flows are effective.

**KEY OUTCOMES**

1. To cover the school office effectively to include:
* To keep the office manned at all times.
* Reconcile and manage payments made via Parent Pay’s cashless system.
* Provide a service to receive and pass on, to the appropriate person, all enquiries from visitors and incoming telephone calls using appropriate communication skills for satisfactory resolution.
* Dealing with parents/visitors at the hatch and making sure their needs are met.
* Communication to parents via the text message service as and when required.
* By helping and assisting any children that come to the office.
* Opening any post passing to correct person and posting outgoing post at the end of the day.
* Organise school clubs including communications to parents and allocation of places.
* To check the school email and pass on/forward on to relevant personnel.
* To check deliveries within a 24 hour turnaround.
* Scanning school orders and financial forms to the central finance team daily.
* Liaise with central finance regarding any outstanding items
* Arrange hospitality and manage meeting room bookings on occasions.
* Maintain website with current and up to date information, uploading weekly newsletters. Training can be provided.
* To undertake any photocopying that may come into the office.
* Any other school administration duties that may be required.
* To ensure visitors/contractors are always signed in and comply with our Safeguarding & Health and Safety policies.
* To remain confidential at all times.
* To keep up to date with any Academy training needs.

**GENERAL**

A So far as reasonably practicable, the post holder must ensure that safe working practices are adopted by employees, and in premises / work areas for which the post holder is responsible, to maintain a safe working environment for employees and service users.

B. Work in compliance with the Codes of Conduct, Regulations and Policies of E-ACT and its commitment to equal opportunities

C. Ensure that output and quality of work is of a high standard and complies with current legislation / standards.

**PERSON SPECIFICATION**

School Receptionist

|  |  |  |
| --- | --- | --- |
| **Qualifications/Experience** | **Essential** | **Desirable** |
| GCSE English and Maths at Grade C or equivalent | X |  |
| Computer Literate with experience in Microsoft Office Applications, email and internet  | X |  |
| Relevant experience in a similar post |  | X |
|  |  |  |
| **Personal Qualities** |
| Is suitable to work with children and young people | X |  |
| Courteous, calm and efficient telephone manner | X |  |
| Patient and diplomatic manner when dealing with staff, students, parents and visitors | X |  |
| Maintains confidentiality on matters of a sensitive nature | X |  |
| Ability to provide a welcoming environment | X |  |
| Flexible, cooperative and supportive team player | X |  |
|  |  |  |
| **Skills** |
| Excellent communication skills including verbally, in writing, face-to-face and over the telephone | X |  |
| Able to multi task with the ability to meet deadlines | X |  |
| Is well organised, with good time management skills | X |  |
| Ability to work effectively and respond well under pressure |  |  |