

Job Description

Post Title:	RECEPTIONIST (Primary)		
Department:	Primary School Office	Grade:	BEX04
Responsible to:	Principal and Administrative Manager		
Responsible for:	No Staff		
Functional links with:	Parents, Governors, Teaching Staff, NHS Professionals, Contractors, Local Authority		
Main purpose of the job: <ul style="list-style-type: none">• Promote the Christian Ethos of the school, and a positive, professional and business-like environment, through presentation, organisation and communication with all members of the school community, visitors and outside agencies.• Support the Leadership and Management of the school in ensuring outstanding outcomes for pupils, through providing efficient and timely administrative support.• To provide a reception service for all callers to the school• To provide general administrative support			
Major Duties and Responsibilities: <ol style="list-style-type: none">1. Provide a reception service including answering and dealing with telephone enquiries, taking and acting on messages, maintaining the visitors book, issuing and retrieving passes2. Organise school visits for prospective parents and conduct tours3. Maintain information including pupils’ leave of absence requests, supply staff, staff absence returns, and office records4. Stamp post, send faxes, WP correspondence5. When required, assist with dinner money, milk and free school meals collection and administration6. Deal with pupil injuries and illnesses and liaise with parents and teachers7. Assist colleagues responsible for the administration and completion of admission registers, recording late arrivals, pupil records, admissions and withdrawals			

8. Assist in the preparation and supervision of pupils to be seen by the NHS staff and liaise with the school nurse
9. Assist when required with checking pupil absences and follow up including letters to parents, liaison with the EWO and completion of DfE returns
10. Provide clerical support to other members of staff
11. Undertake fire warden duties by distributing school registers and accounting for visitors

Resources:

- Office Equipment

Job Activities:

- Interpersonal skills to deal with parents and pupils sometimes on difficult issues
- Operation of computer and paper based systems requiring accuracy and keyboard skills

Person Specification

	Essential	Desirable
Qualifications		
Experience	<ul style="list-style-type: none"> • Experience of using all Microsoft Office applications confidently • Experience of working in an office environment 	<ul style="list-style-type: none"> • Experience of working in a school office
Knowledge and Skills	<ul style="list-style-type: none"> • A sound understanding of need for a professional approach in dealing with callers • Practical understanding of school office practice and procedures • Ability to organise one's own work and meet changing priorities 	<ul style="list-style-type: none"> • Qualified First Aider • Knowledge of SIMS
General Education	<ul style="list-style-type: none"> • Good level of literacy and numeracy 	
Personal Qualities	<ul style="list-style-type: none"> • Commitment to high quality service delivery • Able to maintain confidentiality in all circumstances • Proactive approach to work being responsive, empathetic and supportive to all within the school • Flexible to enable a responsive service at all times • Hard working and enthusiastic presenting a professional manner at all times • Possess a sense of humour and the ability to be able to multi-task work with energy and enthusiasm 	

Trinitas Academy Trust is committed to safeguarding and promoting the welfare of children and expect all staff and volunteers to share this commitment. All roles are subject to a satisfactory enhanced DBS disclosure and other employment checks.