



Job description

JOB TITLE:	Academy Receptionist
SALARY CODE:	Clapton Support Staff Range, Scale 5, Points 22- 25 (Pro Rata)
RESPONSIBLE TO:	HR Team Leader
HOURS OF WORK:	<p>This post is term time only (195 days) plus a further 80 hours, equivalent to 10 days.</p> <p>The hours of work are 8:00am until 5:00pm daily. These timings include a 30 minute lunch break, two 15 minute breaks and a normal 36 hour week. The timings may vary on days when there are Parent Consultation meetings and other academy events as the post holder will be expected to work later.</p> <p>The remaining 80 hours will be worked in response to academy needs.</p> <p>When directed hours of work extend beyond these times, the academy operates a TOIL policy.</p>

POST RESPONSIBILITIES

- Providing an efficient receptionist/ switchboard service for the academy interacting with all visitors, both on the phone and in person, promptly and courteously.
- Being the first point of contact for all visitors to the academy and ensuring that the relevant safeguarding documentation is collected and passed onto the HR Manager.
- Contributing to the safeguarding and promotion of the welfare and personal care of children and young people with regard to the Every Child Matters agenda and Child Protection procedures.

RECEPTION AND SWITCHBOARD DUTIES

- Operating the academy switchboard, dealing with all calls in a polite, friendly and efficient manner, taking messages and ensuring their onward transmission.
- Upholding the principles of safeguarding at all times by:
 - Adhering to the academy's safeguarding procedures for visitors
 - Checking that all visitors to the academy have the necessary safeguarding proofs and have completed the relevant forms
 - Checking all visitors to the academy against the InVentry database
 - Ensuring all visitors sign in using the InVentry system and wear a name badge
 - Informing the HR Manager of any visitor without the necessary safeguarding proofs
 - Issuing all visitors with the correct coloured lanyard
- Welcoming all visitors, staff, parents and students in a polite and friendly manner.
- Printing all access control passes for staff and students as directed.
- Ensuring the reception area and adjacent meeting rooms are tidy and well maintained and liaising with the marketing team to ensure that literature and visual displays are updated.
- Ensuring the daily dispatch of the post.
- Word processing academy documentation as required.
- Providing general administrative support as directed.



- Monitoring the use of the visitors' toilet and ensuring it is clean by liaising with the cleaning team.
- Assisting and signing for deliveries and safely storing packages.
- Being responsible for arranging and updating the reception cover rota for daily breaks, post and academy events.

OTHER GENERAL ADMINISTRATION DUTIES

- Undertaking a variety of shared general academy administrative jobs when required.
- Producing a variety of documents, PowerPoint presentations and Excel databases.
- Liaising with staff, students, visitors and external agencies in a professional manner.
- Undertaking first aid training and once qualified administering first aid to staff and students as directed.
- Evaluating and improving own practice, which may lead to improvements in the day to day running of the academy and taking responsibility for personal professional development.
- Participating fully in the appraisal process.
- Performing any other duties, including covering the essential work of absent colleagues, commensurate with the grading of the post, as directed by the Line Manager
- Being committed to safeguarding and promoting the welfare of children and young people and following the safeguarding policy.

Additional duties and tasks will be negotiated and agreed at the time of appointment and annual review (following the first annual cycle) at the direction of the Academy Business Leader.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the academy in relation to the post holder's professional responsibilities and duties.

The post holder will be expected to carry out all duties in the context of and in compliance with all the academy's policies and procedures and in compliance with Clapton Girls' Academy Equal Opportunities Policies and Code of Conduct. All the above duties are to be carried out in line with current Health and Safety legislation.

ACCEPTANCE OF THE JOB DESCRIPTION BY POST HOLDER

I can confirm my acceptance of the Job Description as outlined above

NAME:

SIGNED:

DATE:



Person specification – Academy Receptionist

QUALIFICATIONS

	ESSENTIAL	DESIRABLE
5+ GCSE's A*- B, including English and Maths	✓	
NVQ level 2 in administration or equivalent		✓

EXPERIENCE

	ESSENTIAL	DESIRABLE
Experience of working within an educational environment or with young people (on reception)		✓
Experience of working in a busy environment and the ability to respond positively to high work demands and at times, extreme pressure	✓	
Experience of handling confidential information appropriately	✓	
Experience of maintaining and developing databases and producing reports	✓	
Experience of undertaking a range of clerical and administrative duties, including data input and retrieval	✓	

KNOWLEDGE AND SKILLS

	ESSENTIAL	DESIRABLE
Good working knowledge of IT packages including Microsoft Word, Excel and Outlook	✓	
Excellent interpersonal skills with the ability to interact effectively and professionally with young people, colleagues and parents	✓	
Good literacy, numeracy and ICT skills	✓	
Excellent administrative and organisational skills	✓	
Ability to work within the academy policies, procedures and expectations	✓	
Ability to prioritise workloads and work to given deadlines	✓	
Excellent accuracy and a meticulous attention to detail	✓	
Ability to work in an organised and methodical manner	✓	
Ability to work as an effective team member	✓	
Ability to maintain efficient record keeping systems	✓	
A working knowledge of the SIMS database		✓
Ability to remain calm and effective in the face of difficult situations and pressure	✓	
Ability to convey straightforward information, orally and in writing to colleagues, students and parents	✓	

PERSONAL QUALITIES AND ATTRIBUTES

	ESSENTIAL	DESIRABLE
Proven tact and diplomacy when dealing with adults and young people.	✓	
Commitment to following academy expectations with regard to professional behaviours	✓	
Reliable, honest and trustworthy	✓	
A 'can do' attitude	✓	
Energy, enthusiasm and commitment	✓	



Committed to safeguarding and promoting the welfare of children and young people and following the safeguarding policy



SPECIFIC TO THIS POST

ESSENTIAL

DESIRABLE

Excellent telephone manner



Experience of working on a busy reception/ switchboard



The ability to multitask effectively

