

**Park High School  
Job Description**

This Job Description is not necessarily a comprehensive definition of the post. It will be reviewed at intervals and it may be subject to modification or amendment at any time after consultation with the holder of the post.

**Post Details: Receptionist/General Administrator (Times: 7.30am -1.30pm)**  
**Scale: H03**

**Responsible to: Office Manager**

**JOB OVERVIEW**

**Responsibility for the day to day operation of the reception area**

**Responsibility for the operation of the main switchboard**

**General administrative duties**

**Key Responsibilities:**

- Visitor Co-ordination
- Implementing Safeguarding procedures with all visitors to the school
- Dealing with enquiries from stakeholders and outside agencies by telephone and in person
- Message co-ordination for staff and students with assistance of the "runners"
- Distribution of cover work
- Collection of work for students outside of timetabled lessons
- Sorting and distribution of post and deliveries
- Management of meeting room diary
- Ensuring registers are maintained
- Management of Lost Property
- Despatch and receipt of faxes
- Management of the reception email
- Management of the Telephone/Voicemail system
- Operation of Entry gate/phone system
- General Administration of the office and reception desk

To carry out any tasks that arise in the school office. Training will be given as required. These tasks include but are not limited to:

- General administration
- InTouch/Parent App – school communication
- Data entry
- Cover for Welfare (First Aid at Work certificate required)
- Cover for reprographics
- Willing to undertake and make future use of any training which the school deems necessary or desirable.

In addition to the above, any other administrative task requested by the Office Manager, Business Manager and/or the Headteacher. The latter includes undertaking training as back-up for any role in the administrative office area.

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Minimum of 5 GCSEs at Grade C and above education including English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>First Aid at Work Certificate</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum of 2 years' experience in a busy customer service related role</li> <li>Experience of using Microsoft Office packages</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a school</li> <li>Experience of using SIMs database</li> </ul>
<b>Skills, knowledge and aptitudes</b>	<ul style="list-style-type: none"> <li>Excellent oral and written communication skills</li> <li>Ability to work as a member of a team and to have sensitivity and tact in dealing with a wide range of people</li> <li>Ability to work under pressure and prioritise tasks effectively</li> <li>Ability to use own initiative</li> <li>Good organisational skills</li> <li>Ability to work confidentially and with discretion</li> <li>A high degree of accuracy and reliability</li> <li>Capability to acquire new skills as computer programs are introduced into school</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>Good organisational skills</li> <li>Excellent communication skills</li> <li>Ability to work in highly pressurised environment</li> <li>Innovative</li> <li>Self-starter</li> <li>Reliable</li> <li>Committed to the principles and practice of equal opportunities.</li> <li>Committed to student welfare and safeguarding principles.</li> <li>Friendly and articulate with a good sense of humour.</li> <li>A flexible approach and positive outlook.</li> <li>Professional attitude to work and a "can do" approach; with a willingness to work as part of a team</li> <li>To relate positively to students and be helpful and patient with good customer care skills.</li> </ul>	