



City of London Academy (Southwark)
Job description
Receptionist

Grade	JE3
Salary	£23,980 - £27,465 per annum
Hours per week/ weeks per year	40 hours per week (8am – 5pm), 52 weeks per year
Responsible to	Senior Administrator
Job Purpose	Responsible for ensuring the Reception area is equipped and operating efficiently and effectively and undertake a range of administrative duties, to support the Admin Services team to deliver consistent, high quality, integrated and seamless services to staff, visitors and students, working within clear service deliverables and standards.
Key Accountabilities	<p>Reception</p> <ul style="list-style-type: none">• To provide Reception and switchboard support to the Academy, acting as a first point of contact for all school enquiries and external stakeholders, ensuring that the Academy's safeguarding and security checking processes are adhered to• To ensure that queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the Leadership team and others• Responsible for coordinating the diary system for booking of the Parent Meeting Room and Atrium Boardroom• Responsible for booking visitors to the Academy in the Visitor Diary• To provide members of staff with information about visitors or telephone messages so that the Academy is promoted as responsive and considerate to the needs of its customers• To ensure that students comply with signing in/ out and late procedures of the Academy• Coordinating Lost Property and confiscated items including maintaining a log book of all items handed in to the Reception and all items collected from Reception, displaying lost property for collection at the end of each term, notifying parents of the collection period• Ensure Reception area is equipped and operating efficiently and effectively in order to present a good first impression and that appropriate Reception cover arrangements are in place at all times. <p>General Administration</p> <p>Undertake administrative duties to support the Academy and Admin Services team to fulfil work requirements including:</p> <ul style="list-style-type: none">• Providing support during Open Evenings, Parents' Evenings and Prize Giving, as well as other ad hoc parent related evenings and events

	<ul style="list-style-type: none"> • Respond to enquiries from Student Window • Provide an administration service to the Academy including mail merges, typing of documents, letters home, labels, photocopying and texting of parents • Process all incoming and outgoing post/parcels, assisting with franking, recorded deliveries, registering deliveries and distribution to relevant departments • Point of contact for SLT support, via radio, when required • To maintain and update all administrative and information systems and processes as required, including retrieving and collating information to ensure delivery of a high level Reception and administrative service • To ensure that routine scanning and appropriate filing of scanned materials via SDM • Assist with whole school admissions and enrolment administration, including mid-term admissions and appeals. • Assist Attendance officer with issuing of detention letters. <p>Support to Admin team</p> <ul style="list-style-type: none"> • Work together to provide a seamless admin service to the Academy, ensuring support and cover at all times to the Administration Services Team and in the absence of other team members at the discretion of the line manager <p>Other</p> <ul style="list-style-type: none"> • To undertake such other duties as reasonably correspond to the general character of the post and commensurate with roles of this level within the Academy and as directed by the Principal and line manager.
Statutory	<ul style="list-style-type: none"> • To work within a framework of best practise governed by the relevant occupational standards to support excellence in teaching and learning • To promote the safety and wellbeing of students, ensuring that the school's Child Protection and Safeguarding policies and procedures are promoted within the school • To be responsible for your own health and safety and that of students and your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant EC directives • To adhere to the Academy's Equality policy in all activities, and actively promote equality of opportunity
<p><i>The City of London Academy (Southwark) is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers.</i></p>	



City of London Academy (Southwark)
Person Specification
Receptionist

QUALIFICATIONS

No	Description	Rating
1.	Grade C or above in English and Mathematics at GCSE level or equivalent	Essential

SKILLS & EXPERIENCE

No	Description	Rating
2.	Previous experience of working as a Receptionist, preferably in an education setting	Essential
3.	Previous knowledge of working in an educational setting	Desirable
4.	Excellent telephone manner – courteous, calm and efficient	Essential
5.	Ability to deal tactfully, diplomatically and confidently with telephone callers and visitors	Essential
6.	Good IT skills	Essential
7.	Excellent communication skills including verbally, in writing, face-to-face and over the telephone	Essential
8.	Ability to remain calm, composed and flexible within a busy and demanding environment	Essential
9.	Ability to work effectively within a team and on own initiative	Essential
10.	Ability to undertake a wide range of clerical, administrative and general duties	Essential
11.	Good keyboard skills for accurate computer input and retrieval	Essential
12.	Integrity and confidentiality to be maintained at all times	Essential
13.	Reliable and punctual	Essential
14.	Basic understanding of databases	Desirable
15.	Flexible approach to work management	Essential
16.	Commitment to the support of young people	Essential
17.	Commitment to the Academy's Equal Opportunities Policy	Essential
18.	Willingness to undertake appropriate professional development	Essential
19.	A proactive, efficient and friendly disposition, with the ability to communicate with staff, parents, schools and other external agencies	Essential
20.	Assurance of total confidentiality and discretion	Essential
21.	Willingness to wear a uniform as part of the Academy's Corporate image	Essential
22.	Willingness to wear a uniform as part of the Academy's Corporate image	Essential
23.	To promote the safety and wellbeing of students, ensuring that the school's Child Protection and Safeguarding policies and procedures are promoted within the Academy	Essential