

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 (AM)
Scale:	H03
Hours:	7.30AM TO 2PM (half hour lunch)

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

Key Responsibilities:

- First point of contact for all telephones calls, visitors etc. at Park High School
- Ensuring safeguarding of all students and staff is maintained at the first point of contact from visitors to the school
- Dealing with visitors including checking DBS documentation and issue of badges
- Dealing with enquiries from parents and staff by telephone, in person and email
- Dealing with student enquiries
- Responsibility for taking and distributing message for staff and students
- Organisation of the "runners"
- Sorting, franking and distribution of post and deliveries
- Production of letters and documents
- Distributing internal students work
- Despatch and receipt of faxes
- Input of data into SIMs database
- Word Processing and use of Excel, InTouch
- Management of meeting room diary
- Keeping up to date record of all student and staff timetables
- General Filing
- Ensuring registers are maintained on a daily basis
- Arranging and booking of cabs
- Managing Lost Property
- First Aid Certificate to cover Welfare as and when required
- Liaising with Premises staff for school maintenance and contractors
- Liaising with appropriate member of SLT and sorting out Cover work on daily basis
- Distribute music lesson reminders via runners
- Filing and organisation of student Transition Files
- Any other duties that may be required

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Minimum of 4 GCSEs at Grade C and above education including English and Maths 	<ul style="list-style-type: none"> • First Aid Certification or willingness to obtain one
Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience in a busy customer service related role • Experience of using Microsoft Office packages 	<ul style="list-style-type: none"> • Experience of working in a school • Experience of using SIMs database
Skills, knowledge and aptitudes	<ul style="list-style-type: none"> • Excellent oral and written communication skills • Ability to work as a member of a team and to have sensitivity and tact in dealing with a wide range of people • Ability to work under pressure and prioritise tasks effectively • Ability to use own initiative • Good organisational skills • Ability to work confidentially and with discretion • A high degree of accuracy and reliability • 	
Other Requirements	<ul style="list-style-type: none"> • The ability to converse at ease with pupils, parents/carers and members of the public and to provide information and advice in accurate spoken English is essential for the post. 	