



## WILLENHALL E-ACT ACADEMY

### JOB DESCRIPTION AND PERSON SPECIFICATION

<b>JOB TITLE</b>	<b>Academy Receptionist</b>
<b>GRADE</b>	<b>Level 2 (NJC SCP 11-17)</b>
<p><i><b>E-ACT is committed to providing the best possible care and education to its pupils and to safeguarding and promoting the welfare of children and young people. In order to achieve these aims, we recognise that it is of fundamental importance to attract, recruit and retain staff of the highest calibre who share our commitment. E-ACT is committed to promoting equality of opportunity and diversity.</b></i></p>	
<p><b>PURPOSE OF JOB</b>  <b>Be responsible and proactive in sourcing and maintaining an informative quality reception environment.</b>  <b>Under the instruction of senior staff, provide general administrative/financial support to the Academy.</b></p>	
<p><b>MAIN ACTIVITIES</b></p> <p><b>Organisation:</b></p> <ul style="list-style-type: none"> <li>• Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors</li> <li>• Ensuring the fire safety of visitors is maintained at all times</li> <li>• Direction of reception cover staff as appropriate</li> <li>• Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.</li> <li>• Assisting in arrangements for Academy trips, events etc.</li> </ul> <p><b>Administration:</b></p> <ul style="list-style-type: none"> <li>• Provide general clerical/administrative support, e.g. photocopying, filing, faxing, complete standard forms, respond to routine correspondence</li> <li>• Maintain manual and computerised records/management information systems</li> <li>• Produce lists/information/data as required, e.g. pupils' data</li> <li>• Undertake typing, word-processing and other IT based tasks</li> <li>• Take notes at meetings</li> <li>• Sort and distribute mail</li> <li>• Undertake administrative procedures</li> <li>• Generate and issue ID Badges for new employees</li> <li>• Vet agency staff members before entering the building</li> <li>• ID badge every visitor to the academy in line with Visitor protocol</li> <li>• Maintain and collate pupil reports</li> <li>• Academy website awareness and contribution</li> <li>• Issue parental text messages when directed</li> <li>• Monitor digital signage</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• Operate office equipment, e.g. photocopier, computer</li> <li>• Arrange orderly and secure storage of supplies</li> <li>• Undertake general and routine financial administration, e.g. collect and record money as required for various reasons, process orders etc</li> <li>• Operate relevant equipment / Microsoft Office packages</li> <li>• Maintain stock and supplies, cataloguing and distributing as required</li> <li>• Provide general advice and guidance to staff, pupils and others</li> </ul>	

**RESPONSIBILITIES**

- Be aware of and comply with policies and procedures relating to Safeguarding, Child Protection, Health & Safety and security, confidentiality and data protection, reporting all concerns to an appropriate Line manager
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the Academy
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- To undertake any other duties appropriate to the grade of the post as requested by the Principal.

**Special Conditions:**

- Possibility of some evening work e.g. Prospective/Parent's Evenings / Year Celebrations.
- Additional five days working time is included during Academy holiday period to ensure an effective reception service is operational for exam results days.

**PERSON SPECIFICATION****Experience**

- Previous customer service or receptionist experience is essential
- General clerical/administrative/financial work

**Qualifications/Training**

- NVQ Level 2 or equivalent qualification or experience in relevant discipline
- GCSE's English and Maths C or above

**Knowledge/Skills**

- Appropriate knowledge of first aid is desirable
- Effective use of ICT packages
- Use of relevant equipment/resources
- Good keyboard skills
- Knowledge of relevant policies/codes of practice and awareness of relevant legislation
- Ability to relate well to children and adults
- Work constructively as part of a team, understanding Academy roles and responsibilities and own position within these
- Ability to identify own training and development needs and cooperate with means to address these
- Take responsibility and accountability
- Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.
- Is adaptable to change / embraces and welcomes change

**DATE PREPARED**      **July 2017**

**NAME**

**SIGNED**

**DATE**