**Job Description: Receptionist (7.45am-12.15pm)**

Reporting to the Head of School and the Office Manager, the Receptionist role will include the

following key areas:

* The promotion of the school’s aims, objectives and ethos
* To work as a member of the General Office team
* To undertake professional front of house duties
* To ensure safeguarding policies are implemented
* To undertake ad hoc switchboard duties
* To provide support for the Headteacher and Senior Leaders
* To use the student database, SIMS (Schools Information Management System)
* To provide whole school support as required
* To deal efficiently with all incoming/outgoing mail

**General:**

Duties to include:

1. To receive and welcome visitors, parents, guests, etc. into the school
2. To implement and monitor the visitors’ security badge system
3. To implement and monitor the Signing In and Out books
4. To ensure that safeguarding policies are implemented with regards to all visitors to the school,

all teaching and non-teaching staff and to students

1. To make and receive calls on the internal radio system
2. To use the student database on SIMS
3. To liaise with members of the teaching and support staff as well as students, parents, outside agencies and members of the general public
4. To manage and redirect the daily incoming post
5. To distribute items of communication – bearing in mind any items of confidentiality
6. To oversee the student Reception Stewards in their duties
7. To receive and sign for deliveries in the absence of the caretaking staff
8. To oversee and record the collection of examination certificates by students
9. To manage internal telephone calls to Reception
10. To give support to the General Office administration and Student Support Services team
11. To act as liaison between the school and the wider community
12. To undertake training in order to carry out tasks efficiently
13. To be a first point of contact for giving relevant information effectively

**Support for the School:**

It will be the Receptionist’s duty to:

1. Follow the School’s Health and Safety procedures taking all reasonable steps to ensure the

safety of students, themselves and colleagues

1. Provide cover for colleagues as appropriate
2. Observe confidentiality at all times
3. Attend relevant meetings; the agreed inset days, inset training sessions and professional

development meetings in order to be an active member of the school team

1. Carry out other requests which may be made by the Headteacher, Senior Leadership Team,

Senior Leaders and the General Office Manager

1. Undertake any other reasonable requests related to the role

This job description is not necessarily a comprehensive definition. It will be reviewed periodically

and when appropriate, to reflect or anticipate changes in the job commensurate with the grade

and job title. It may be subject to change or modification at any time after consultation, taking

into account the circumstances of the school and their implications

**Person Specification: Receptionist (7.45am-12.15pm)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **Essential** | **Desirable** | **How Assessed** |
| **Education & Qualifications** |  |  |  |
| * A good educational background
* Sound levels of literacy and numeracy
* An understanding of the role of equal opportunities in eradicating discriminatory practices
 | **✓****✓****✓** |  | - Application- Certificates |
| **Experience** |  |  |  |
| * Experience of using Microsoft Office Suite
* General office experience, including answering phones, providing a reception service and dealing with a range of tasks at the same time
* Experience of dealing effectively with the general public
* Experience of dealing with highly confidential information
* Experience of setting up and running a range of administrative systems
* Experience of using SIMS (School Management Information System)
 | **✓****✓****✓****✓** | **✓****✓** | - Application- References |
| **Skills/Attributes** |  |  |  |
| * Well organised
* Well presented
* Excellent communication skills at all levels
* Excellent interpersonal skills – able to deal with a variety of people, including students, where necessary, sensitively, emphatically and, when necessary, assertively
* Ability to work under pressure whilst maintaining a positive professional attitude
* Ability to operate effectively as a member of a team and with minimum supervision
* Ability to work on own initiative
* Ability to deal with and respond to the unexpected under pressure
* Ability to keep calm in difficult situations
* Ability to take accurate messages, following up where necessary
* Ability to accurately input information on a database
* Flexible and willing to contribute to the good reputation of the team
* Reliable and Punctual
 | **✓****✓****✓****✓****✓****✓****✓****✓****✓****✓****✓****✓** | **✓** | - Application- References- Interview  |
| **Relations**  |  |  |  |
| * Have excellent interpersonal skills and be able to communicate effectively
* Ability to communicate effectively and develop good relations with staff, outside agencies and the wider community
* Honest, trustworthy and cheerful disposition
 | **✓****✓****✓** |  | - Application- References- Interview  |
| **IT Skills**  |  |  |  |
| * Accurate keyboard skills
* Word processing and typing skills
* Basic understanding of databases
 | **✓** | **✓****✓** | - Application - Certificates- References |
| **General Circumstances**  |  |  |  |
| * Attendance – evidence of regular attendance at work
* An understanding of, and commitment to, Equal Opportunities, ability to apply this to strategic work and day to day situations
 | **✓****✓** |  | - References |
| **Professional Development** |  |  |  |
| * Willing to participate in the continuing professional development of the role
 | **✓** |  |  |