Job Description - Receptionist

The Futures Trust and Barr's Hill School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

Responsible to	Office Manager
Grade	2 (pro rata salary £13,883 - £14,246 per annum)
Hours	37 hours per week term time only plus one week (39 weeks)
Location	Based at Barr's Hill School *with a requirement to travel to undertake work at or for academies within the Trust*

Job Purpose

To deliver a professional, efficient and effective reception and administration service to the School, and ensure that the School's safeguarding and health and safety procedures in relation to people entering and exiting the School building are implemented at all times.

Duties and responsibilities

Reception duties

- Represent the School in a positive and professional manner at all times.
- Welcome, direct and advise visitors, students and colleagues as required.
- Ensure that all visitors are provided with the necessary information or referred to appropriate alternative sources for help or advice.
- Maintain the reception diary of expected visitors and liaise with colleagues when visitors arrive.
- Implement and enforce the School's signing in and out procedures and the Management of Visitors Policy.
- Manage the School's switchboard, responding to internal and external telephone calls in a prompt manner, assisting callers with their requests and enquiries and directing and filtering calls appropriately.
- Take messages for colleagues and ensure that they are promptly distributed.
- Facilitate communication with staff using the in-house walkie-talkie system.
- Keep the School's reception area tidy.
- Obtain telephone numbers as required, maintaining records of essential telephone numbers and keeping the School's internal telephone list up to date.
- Enter data onto various School systems as required.
- Manage the School's diary for room bookings.

- Receive, sort and distribute incoming mail and prepare outgoing mail for posting including the maintenance of the post book and ensuring the secure delivery and storage of exam papers.

- Seek and provide information in order to answer queries, referring complex enquires to appropriate personnel.

- Receive, sign for and check deliveries to the School, ensuring appropriate and timely distribution and security, with due consideration to health and safety issues.

- Maintain a confidential and discreet manner at all times, and ensure that all information is managed in accordance with data protection and safeguarding requirements.

- Under the direction of the Designated Senior Leader carry out general administrative duties including but not limited to receiving, distributing and sending faxes and emails, photocopying, printing and preparing packs of information.

- Report any safeguarding concerns in accordance with School and Trust safeguarding policies and procedures.

Assistance to members of staff

- Work effectively with teachers, support staff and other professionals, applying own strengths and expertise to contribute positively to the overall aims and objectives of the School, and providing effective support for all other members of the School staff by sharing own knowledge and expertise in a professional and constructive manner

- Take an active role in supporting and developing a culture of team working for the benefit of pupils', both individually and collectively, and other 'clients' of the services provided by the School.

- Participate in support staff meetings and contribute to the development of policies and procedures related to the administrative responsibilities of the school where appropriate.

Line management

- The job involves no direct responsibility for the supervision, direction or co-ordination of other employees. The work may involve demonstration of own duties, or providing advice and guidance to new employees or others.

Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfill the role of Receptionist are up to date.

- Be a professional role model, and understand and promote the aims and values of the School.

- Request advice, guidance and assistance from Designated Senior Leader to undertake any aspects of the role as required.

Special conditions of employment
Rehabilitation of Offenders Act 1974 This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bindover orders and warnings being considered. If the jobholder is arrested, summonsed for an offence or receives a conviction a bindover order or a warning given by a police force, they are required to inform the Headteacher of this fact immediately. Such information will be treated in confidence, so far as this is consistent with the safety of children, compliance with statutory child protection procedures and the School's relevant policies. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.
Safeguarding and Promoting the Welfare of Children and Young People The jobholder is required to follow all of the School's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The jobholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.
Health and Safety The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or failure to act. Full guidance regarding health and safety is set out in the School's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager, and the jobholder is required to comply with these and to use any protective clothing or equipment as instructed at all times.
Confidentiality and Data Protection The jobholder is expected to comply with the provisions of the Data Protection Act 1998. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the School's Data Protection Policy. Nothing shall prevent the jobholder from disclosing information that they are entitled to disclose under the Public Interest disclosure Act 1998 as amended, provided that the disclosure is made in accordance with the provisions of that Act/s.
Equality and Diversity The School and the Trust are committed to equality and value diversity. As such the School and the Trust are committed to fulfilling their Equality Duty obligations and expect all employees to share this commitment. The Duty requires the School and Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.

Training and Development

The School has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their continuous professional development and learning, and to attend and participate in any training or development activities required to assist them in fulfilling their role and meeting their safeguarding and general obligations.

The Trust Operates a Strictly No Smoking Policy

This applies to all School premises and those where School services are provided.

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.

This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.

Job description reviewed by:

Date: