Job Description:

Receptionist

Title: Receptionist

**Salary Grade: Band 5**

## Contract Type: Permanent, part-time

## Responsible to: Operations Director

## General Description: Reception services for the school

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**Summary of Key Tasks:**

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| **1.** | **Reception services for the school** |
| 1.1 | To take responsibility for organising the efficient operation of all Reception services to deliver a highly effective service for all visitors and callers to the school. |
| 1.2 | To ensure effective and accurate delivery of all messages to the Headteacher or other members of staff as appropriate, acting, where appropriate, as a filter in terms of the prioritisation and direction of messages.  |
| 1.3 | To take responsibility for ensuring the school’s safeguarding procedures, in respect of visitors to the site, are implemented effectively. |
| 1.4 | To be responsible for the safe checking of all visitors during a fire alarm, giving a quick and accurate report to the Headteacher (or senior member of staff in charge).  |
| 1.7 | To be the first point of contact for all visitors including monitoring the signing in/out book for visitors and ensuring that all visitors are badged up during their time on the school site. |
| 1.8 | To receive and deal with queries from students, parents, staff and the public  |
| 1.9 | To answer and deal with internal and external telephone calls |
| 1.10 | To open and distribute external post |
| 1.11 | To frank outgoing post |
| 1.12 | To receive all incoming emails and forward appropriately |
| 1.13 | To assist with ‘on call’ requests by ensuring they are passed on swiftly to the “on call” member of staff or, if unavailable, to the first member of senior staff able to deal with the request. |
| 1.14 | To deal with sick or injured pupils including monitoring medical room, responding appropriately in emergencies and seeking help if necessary. |
|  | To attend first aid training as required. |
| 1.15 | SIMS data inputting and retrieving as required. |
| 1.16 | To maintain Free School Meals list on SIMS and producing weekly list for kitchen |
| 1.17 | To monitor dinner money: loan, recording and chasing non-payments |
| 1.18 | Bus routes: updating on SIMS and helping with enquiries |
| 1.19 | To oversee student reception helpers: Including delivering messages, loading and unloading dishwasher, preparing mailshots, newsletters, and various other tasks. |
| 1.20 | Locker keys: keeping and maintaining records and handling cash payments. |
| 1.22 | To record confiscated items e.g. jewellery |
| 1.23 | Lost property |
| 1.24 | Selling tickets for various events |
| 1.25 | Collecting various forms from students (eg application forms and deposits for school trips) and passing on as appropriate |
| 1.26 | Providing admin support as requested by the Admin Manager during “quiet” times on Reception. |
| 1.27 | To assist with various other reasonable tasks as requested |
| 1.28 | To assist with the organisation of the school by effective communication |
| 1.29 | To maintain reception notice board |
| 1.30 | Be aware of and comply with policies and procedures relating to child protection, safeguarding and safe working practices.  |
| 1.31 | Be aware of and comply with policies and procedures relating equal to opportunities, health and safety, security, confidentiality and data protection. |
| 1.32 | Attend relevant briefings and school meetings as required. |
| **3** | **Aptitudes** |
| 3.1 | Communicate effectively with staff, students, parents and outside organisations. |
| 3.2 | Work well under pressure. |
| 3.3 | Maintain administrative systems and databases. |
| 3.4 | Organise and develop effective systems. |
| 3.5 | Be supportive of an effective safeguarding culture within the school. |
| 3.6 | Relate well to young people. |
| 3.7 | Engender trust and respect from students and colleagues. |
| 3.8 | Prioritise and plan to ensure completion of tasks.  |
| 3.9 | Work to deadlines. |
| 3.10 | Take initiative and work independently. |
| 3.11 | Take responsibility for personal CPD needs. |
| 3.12 | Work well as part of a team and provide leadership and support for others. |
| 3.13 | Ability to resolve queries in person, by telephone and email. |
| 3.14 | Evaluate achievements and deliver improvement. |
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| **4.** | **Skills** |
| 4.2 | Excellent inter-personal skills |
| 4.3 | Excellent literacy and numeracy skills. |
| 4.4 | Good level of ICT competence (Microsoft Office & SIMS) |
| 4.5 | Strong organisational skills. |
| 4.6 | Time planning. |
| 4.7 | Problem solving. |
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| **5.** | Characteristics |
| 5.1 | Cheerful, welcoming manner |
| 5.2 | Excellent attendance record. |
| 5.3 | Sense of humour. |
| 5.4 | Committed to achieving success. |
| 5.5 | Willingness to be flexible and proactive to meet the best interests of the school. |
| 5.6 | Self-motivated. |
| 5.7 | Team worker. |
| 5.8 | Ability to remain calm, positive and enthusiastic when under pressure. |
| 5.9 | Ability to embrace change. |

Job Description prepared by: Rob Williams