**Receptionist Job Description and Person Specification**

**As a school it is our vocation, moral obligation and delight to provide the best possible education for each student.**

**All staff will:**

* play a full part in the life of the school community, support its vision, ethos and policies and encourage staff and students to follow this example.
* fulfil responsibilities with regards to safeguarding (including reporting concerns to the designated child protection officer)
* model Hartsdown values to parents and students
* be positive, dynamic and challenging in all aspects of work
* foster the school’s inclusive ethos nurturing everyone regardless of race, gender, sexual orientation, religion or ability
* share direct accountability for the establishment of Hartsdown as an outstanding school
* take responsibility for their own learning and development
* develop the skills and talents of other members of the community
* ensure their own well-being and that of others by establishing an appropriate balance between life and work
* play an active part in the life of the school and its community
* develop social cohesion and positive links with the whole of our local community
* adhere to the school community’s standards, policies, systems and procedures in relation to students, health and safety, personnel and financial management.
* agree annual performance targets, with a view to own continuous improvement
* undertake any other duties that may reasonably be required by the Headteacher.

**GENERAL DESCRIPTION OF POST:**

To provide an efficient reception service to support the smooth operation of the school.

**Duties & Responsibilities:**

* Provide an efficient and professional reception service - greeting visitors, staff and students and ensure they sign in / out in accordance with school procedures.
* Answer enquiries received in person / by phone or via emails – responding to queries / relaying messages and acting on instructions as needed and referring on where appropriate.
* Ensure monies received for dinner / clubs / trips are recorded and passed to the relevant person.
* Prepare and distribute routine home / school correspondence.
* Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required.
* Maintain school diary and arrange meetings / room bookings / visits from external agencies as required.
* Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry / filing.
* Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

**Person Specification**

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced DBS check will be carried out for the successful candidate.

Applicants should describe in their application how they meet these criteria.

**Criteria**

**Qualifications**

• NVQ Level 2 or equivalent

**Experience**

• Proven administration experience.

• Previous experience of reception work or working in a customer service role.

**Skills and Abilities**

• Ability to provide a high level of customer service.

• Ability to deal calmly, tactfully and effectively with a range of people.

• Ability to convey information clearly and accurately orally and in writing to a range of people.

• Ability to work in an organised and methodical manner.

• Ability to take personal responsibility for organising day to day workload.

• Ability to work effectively and supportively as a member of the school team.

• Able to use own initiative to solve problems and respond proactively to unexpected situations.

**Knowledge**

• Demonstrate a basic understanding of the work of a school.

• Knowledge of a range of computer applications – including work Word / Excel / Powerpoint / Outlook.

• Demonstrate an understanding of confidentiality and child protection issues in a school setting.

