



Featherstone High School

Job Description

Job Title:	Receptionist
Grade:	3
Salary and Hours:	Term Time only 25 hours per week. One week to be worked during the holidays
Hours of Work:	11.30am to 4.30pm. This is subject to change depending on the school's requirements, especially during exam time. Breaks and required to be flexible and may change to cover instances of staff absence and ensure sufficient cover in the admin team.
Line Management:	Administration Manager

Overall Responsibility

- To provide high-quality customer service for a busy reception area by dealing with all visitors and callers to the school in a professional manner and providing assistance, directions and information as required
- To support the school by providing administrative support and an efficient and welcoming Reception service
- To provide administrative and organisational support in the School's Reception area, providing general admin and reception duties
- To be responsible for promoting and safeguarding the welfare of children and young people within the school

Duties and Responsibilities

- Operate a reception service that promotes a professional image of the school, including being responsible for the signing in and out/monitoring the entry of all persons/visitors to the school at the main entrance, checking DBS details where appropriate and ensuring required identification is issued to all visitors entering the school premises
- Greet all visitors in a warm and welcoming manner, dealing with enquiries in a helpful and informative manner and, where necessary, referring queries to the relevant person
- Manage the school's InVentry signing-in system, including liaising with the IT support team to help maintain the system
- Answer incoming calls, transfer calls to relevant staff and take necessary messages, passing them on to the person concerned; ensuring any urgent messages are relayed to pupils and staff efficiently and in a confidential manner
- Ensure a register is kept of pupils arriving or leaving the building outside of normal registration periods and update the school's InVentry system accordingly
- Arrange for text messages to be sent to parents
- To make phone calls to parents and others in the School on behalf of teachers and senior staff
- Receive and distribute post and parcels promptly, organise postage for outgoing post and ensure these are taken to the Post Office if required
- Maintain the reception area, interview room and entrance. Ensuring that the areas are in a clean, tidy, and attractive condition
- Ensure deliveries are not left in reception for extended periods and given visitors
- Ensure the display boards in reception and the immediate area are kept up to date and in good order
- Review and ensure sufficient stocks are maintained for all leaflets held in reception
- Provide other general administrative support in the main office, as required

Other Duties

- To provide admin support as and when required by Line Manager
- To supervise and invigilate exams when required
- To cover the Student Service reception during mornings, lunchtime and any busy periods when required
- Assist with key events within the academic year as required
- Provide cover of duties for Reprographics and other admin roles in case of absence when required and support office members/colleagues as required in all areas.
- Translation as required

School

- To work within school policies and procedures.
- To contribute to the provision of positive relationships with staff, students, parents and outside agencies.
- To attend training and participate in personal/performance and professional development as required.
- To take care of their own and other people's health and safety.
- To be aware of and respect the confidential nature of issues.

General Data Protection Regulation

During your employment, you will have access to data and personal information that must be processed following the terms and conditions of the General Data Protection Regulation (GDPR).

Safeguarding Children

By the school's commitment to follow and adhere to the Department for Education guidance entitled "Keeping Children Safe in Education" (2023) and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the School including PREVENT. You are required to have satisfactory Enhanced DBS clearance.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

The job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

The job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post-holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school about the post-holder's professional responsibilities and duties.

By signing this document, you are agreeing to undertake all duties stated within this job description.

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

Job Description

Job Title: Receptionist

Qualifications and Experience	
1.	Numeracy and Literacy to GCSEs or equivalent as a minimum
2.	Proficient in MS Office, including Word and Excel
3.	Training and experience in office administration, word processing, and computer information systems.
4.	Knowledge and understanding of the importance of the main office and reception to an organisation such as this.
5.	Appreciation of the importance of confidentiality and sensitivity in dealing with pupils, parents and staff
6.	Experience working in a busy and changing environment.
7.	Previous experience working in a reception or customer-facing environment
Professional Skills	
8.	Skills in effective oral and written communication, including excellent telephone skills
9.	Word processing/typing skills
10.	Skills in organisation and administration
11.	Excellent time management skills and an ability to prioritise work effectively
12.	Skills in working with computer databases; willingness to undertake further specific training (especially in the school management computer system - SIMS) if required
13.	The ability to work calmly and consistently under pressure
14.	Skills in dealing effectively with adolescents and adults
15.	The ability to carry out a range of duties in a confidential manner
16.	The ability to work as part of the administrative team
General Commitment	
17.	Willingness to conform to the school's aims and policies
18.	Demonstrate to the satisfaction of the panel a personal commitment to producing work of the highest quality in a manner to assist the teaching staff in obtaining the highest standards of individual pupil achievement regardless of gender, race, or class
19.	Commitment to the school's, Values, Mission Statement and Code of Conduct
20.	Commitment to the welfare of every student and the school's safeguarding and child protection policies and procedures