

## JOB DESCRIPTION

**Job Title:** Academy Receptionist  
**Responsible to:** Business and Marketing Manager

### **Job Purpose:**

Under the direction of the Business and Marketing Manager, to provide an efficient, responsive and high quality reception service to support the Academy.

### **Principal Duties:**

#### **Reception**

- To be the first point of contact on all matters of communication within the Academy.
- Welcoming guests within the Academy and providing hospitality.
- To ensure that all visitors receive a warm, friendly, welcome to the Academy and they are dealt with promptly and efficiently, ensuring promotion of extremely positive public relations.
- To be responsible for the effective use of the Academy's telephone switchboard and reception/foyer area, ensuring that all visitors and calls are dealt with in a polite, calm and efficient manner, promoting the reputation of the Academy.
- To be responsible for ensuring staff & visitors are signed in and out and issuing visitor passes.
- To ensure safeguarding procedures are followed with regard to visitors to the Academy.
- To enter bookings on appropriate Microsoft Outlook calendars.
- To oversee management of meeting room bookings to include refreshments.
- To ensure that all enquiries and any problems or complaints are dealt with positively in a pleasant, efficient and reassuring manner.
- To notify staff of messages in a prompt and accurate manner.
- To assist with the administration of the electronic phone system.
- General office administration supporting all teams including filing, photocopying, mailing and other reception/admin duties.
- To ensure the reception and foyer areas, including leaflet racks are tidy and replenished frequently.
- To support the Principal, ELT and other managers in general administrative matters as and when required.
- To manage incoming and outgoing post and use of the franking machine and delivery of mail to the post office.
- To distribute electronic circulars and mail as appropriate.
- Dealing with deliveries and returns.
- To ensure staff and visitor badges are up to date.
- To manage the admin mailbox
- To support the Academy administration team during peak times.

#### **General duties and responsibilities**

- To carry out other duties as may be reasonably requested.
- To safeguard the welfare of children
- To keep the Business and Marketing Manager fully informed of all matters that they are involved in and initiatives they undertake.
- To report risk to a member of SLT
- To cover for absent colleagues, as appropriately required.
- To participate and attend meetings and training as appropriate including INSET days.

- To take an active role in own professional development in line with performance management objectives.
- To ensure confidentiality is maintained at all times.
- To work in accordance with all Academy procedures and policies, to adhere to the Academy's professional code of conduct for staff and quality standards for all staff including smart dress code.
- To actively promote the achievement of a smoke free Academy.
- To actively support Academy Initiatives.