



Receptionist

Role Outline

Last reviewed: August 2019

Receptionist

Role Summary

- To be the main contact person for all parents and visitors and assist in the successful administration of the school.
- The post requires that you will promote the smooth running and efficiency of how the school handles visitors to site and handles incoming calls and messages.
- You will be expected to maintain and promote the ethos of the school in all your dealings with pupils, parents and visitors.

Time Commitment

Term Time including INSET days plus one week. 9am – 6pm with one hour for lunch. 40 hours per week. The role holder will be expected to be flexible to support events outside of normal office hours for major events such as Parents Evenings, Open Days, Founders Day, Careers Fairs and Fundraising events.

Reports to – Headteacher's PA and Office Manager

Key responsibilities

- To be the main contact person for all parents and visitors and assist in the successful administration of the school.
- Working with the Registrar, Headteacher and SLT to ensure that communication with parents is clear and professional, and that correspondence is sent out in a timely fashion.
- Provision of a first-class reception service including the efficient and courteous management of incoming telephone calls and visitors in line with the School's guidelines.
- Control access to the school, log visitors on and off site and issue appropriate badges to visitors using the InVentry System.
- To be the primary telephone call handler and relay messages throughout the school.
- To assist with the daily tracking and reporting of pupil attendance (including follow up calls with parents/ carers where necessary).
- To receive and distribute incoming letters and parcels and to take external mail to the post-office.
- Be the first contact for First Aid.
- Supporting the Registrar in helping with admissions enquires and issuing prospectuses, and other information requested.
- Helping to arrange tours of the school and appointments with the head and other teachers (working with the PA and School Secretary to coordinate diary dates).
- To assist with Open Days, Prize Giving and other school functions.
- Responsibility for ensuring the main reception areas are clean and tidy and providing refreshments to visitors.
- On occasion supporting the administration work of the Office Manager.
- Providing reprographics support to teachers in preparing for lessons.

- To undertake any other reasonable request that aids the efficient running of the school.

Other Duties:

- Support and contribute to the school's responsibility for safeguarding students.
- Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors.
- Work within the school's diversity policy to promote equality of opportunity for all students and staff, both current and prospective.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- Engage actively in the performance review process.
- Adhere to policies as set out in the governors and staff handbook.
- Undertake other reasonable duties related to the job purpose required from time to time.

Skills

- Excellent organisational skills
- Excellent communication skills, with pupils and parents
- SIMS Experience
- Experience of ParentPay an advantage

Review

This role outline is not definitive and will be subject to regular review.

Equal Opportunities and Safeguarding

The Knowledge Schools Trust is committed to equality of opportunity and to safeguarding children. Successful candidates will be subject to an enhanced Disclosure and Barring Services check and other employment checks.

Review

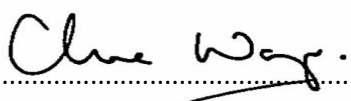
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Role outlines are intended as reference documents which identify main responsibilities and activities.

This Role Outline may be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time in consultation with you. It may include other tasks reasonably requested and agreed with your Line Manager.

Signed:

Date:

Signed: 

Headteacher



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