***Job Description***

**Responsible to:** Office Manager

**Role:** A first point of contact to the school, acting as a friendly welcome to all visitors. The successful candidate will also provide additional administrative support within the school.

**Reception Duties**

* Be available as the first point of contact on reception desk for the general public, parents and visitors to the school, presenting a calm and professional demeanour that sets the tone for a first impression.
* Operating the electronic access gate entry system and ensure that all visitors have signed in, been given an appropriate visitors badge and signed out again at the end of their visit
* Making and receiving telephone calls, sending and receiving emails and texts as required by line manager and the senior leadership team using the school communication systems
* Redirecting all messages as appropriate and ensuring that all information received has been communicated as necessary
* Sorting and distributing post – both incoming and outgoing - including parcel deliveries
* Ensuring that reception is covered at all times, working with other members of the admin team as necessary 
* Ensuring that reception and administrative areas are prepared for the working day and left secure and tidy at the end of the day
* A whole school responsibility, to be negotiated and agreed

**General Office Duties**

* At the direction of the office manager, undertake general office, clerical and administration tasks. These tasks may include reception duties, answering phones, photocopying, typing letters and other documents, filing and distributing information, clerical work for school trips
* At the direction of the office manager, undertake tasks to support the work of other members of the administration team. This will include tasks normally undertaken by other colleagues and included in other colleagues’ job descriptions
* First aid

**General**

* Report progress, as required, to line manager
* Represent the school positively and professionally in all contact with the wider community
* A shared responsibility with all staff to ensure the health and safety of all members of the school
* Support equal opportunities for all members of the school, regardless of gender, ethnicity, religion, sexuality or disability
* Support and promote the ethos of outstanding inclusive comprehensive education
* Any other reasonable tasks or duties assigned by the Headteacher

Staff will be affected the opportunity of a 360 Performance Appraisal to inform Professional Development

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| This job description will be reviewed annually 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 in relation to the post holder’s professional responsibilities and duties.This job description is current at the date shown but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job, commensurate with the grade and job title. |



***Personal Specification***

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| **Qualifications and Experience** | **Essential or Desirable** | **Evidence Source** |
| Competency in the use of Microsoft Word, Excel, G Suite and Email | Essential | A |
| Familiarity with SIMS, Powerpoint and other software packages | Desirable | A |
| Experience in an office environment | Essential | A |
| Previous experience of working in reception | Desirable | A |
| **Knowledge, skills and abilities** | **Essential or Desirable** | **Evidence Source** |
| Excellent communication skills including verbal, written, face-to-face and by telephone | Essential | I |
| The ability to deal tactfully and confidently with telephone callers and visitors | Essential | I |
| Self-motivation with the ability to work with minimal supervision as well as to work effectively within a team, using initiative | Essential | A, I |
| Accuracy in recording details | Essential | A, I |
| The ability to prioritise tasks, work to deadlines and keep Line Manager appraised | Essential | A |
| The ability to undertake a wide range of clerical, administrative and general duties in an organised and efficient manner | Desirable | A |
| **Personal Qualities** | **Essential or Desirable** | **Evidence Source** |
| Committed to the support of young people | Essential | A |
| Committed to the School’s Equal Opportunities Policy | Essential | A |
| Willing to undertake appropriate professional development | Essential | A |
| Reliable and have a good attendance pattern | Essential | A, R |
| Patient, diplomatic and have a sense of humour when dealing with staff, students, Governors, parents, visitors and members of the community | Essential | A, I |
| Flexible, cooperative and supportive team player | Essential | A |
| Enthusiastic and confidence when working with a wide range of people | Essential | A |
| Willing to learn | Essential | A |
| Willing to complete First Aid training | Desirable | A, I |
| Prepared to occasionally work outside contractual hours for the post for which payment to time off in lieu will be given | Desirable | I |

\* Method of Assessment: A = Application Form; I = Interview; R = Reference

The Governing Body are committed to safeguarding and promoting the welfare of children and young persons and the Headteacher must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the DBS