



Receptionist Job Description/Person Specification

Post: Receptionist

Pay: Scale 3 Spinal Point 5 (£22,495)

Hours: 36 per week, term-time only plus 2 weeks per year. The post holder will work 36 hours per week but will start at 8.35am and finish at 4.35pm each day.

Contract: Permanent

Disclosure Level: Enhanced

Line Manager: Senior Receptionist

Purpose

To support Plashtet School by providing administrative support and an efficient and courteous reception service.

Note: This post involves substantial use of a visual display screen. The employee will be able to plan their workflow to give necessary changes in activity away from the screen.

Main Duties and Responsibilities

- To carry out all general reception duties answering routine telephone and face-to-face enquiries ensuring appropriate action is taken.
- To keep the reception area tidy and to display up-to-date educational/promotional/health and safety information as appropriate.
- To keep a diary for the Meeting Rooms and to manage display in the waiting and meeting room areas.
- To ensure all visitors 'sign in' to the school and 'sign out' on leaving.
- To manage front-of-house visitor safeguarding procedures.
- To receive, process and distribute internal and external mail.
- To receive postal and contractors' deliveries.
- To liaise with caretaking staff concerning contractors and the distribution of deliveries as appropriate.
- To keep safe and record all confiscated items and co-ordinating their return to students/parents.
- In the event of a fire drill, taking registers out to appropriate fire points.
- Undertake word processing and other ICT based tasks including the production of letters, reports, schedules, etc.
- Provide general administrative support, e.g. photocopying, filing, emailing, faxing and completing routine forms and responding to routine correspondence.
- Maintain manual and computerised records and/or management information systems.
- Maintain student records (electronic/paper-based).
- To input information into the school management system (SIMS) and to extract information as instructed, which may require some manipulation.
- To send letters to parents on behalf of individual teaching staff as necessary.
- To ensure the security intercom system is in working order and active daily.

- To notify the Leadership Team (LT) of any breach of security.
- To liaise with LT in arranging the annual school tours with parents.
- To ensure that all members of staff are allocated a pigeon hole in the relevant building.
- To coordinate mail-shot distributions to parents.
- To coordinate documentation distribution for the Governing Board.
- To deal, from time to time, with student welfare issues.
- Provide First Aid assistance when required; maintain First Aid qualification.
- The post is registered as exempt from the Rehabilitation of Offenders Act 1974 and in accordance with the Police Act; the successful candidate must be able to obtain a satisfactory enhanced DBS check in order to be appointed to the post. In this respect, a criminal record check will be undertaken prior to confirmation of appointment.

● **Generic Responsibilities**

- Be flexible in working according to the needs of the school. This may include assisting in other sections of the administration and occasional other events with appropriate overtime pay.
- Carry out responsibilities with due regard to the School's policy, organisation and arrangements for Health & Safety at work and current Health & Safety legislation.
- Carry out duties in line with equality and diversity principles and be sensitive to the needs of others, promoting a positive approach to a harmonious working environment.
- Undertaking the necessary training required in order to keep up to date with developments as identified through Plashet Appraisal System.
- Perform other such duties of a similar nature as from time to time may be required by the Head Teacher. Fundamentally to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the school's ongoing needs.
- To liaise with staff, students, visitors and external agencies in a professional manner.
- To be willing to undertake fire marshal duties and training as directed by the Leadership Team.
- To evaluate and improve own practice, which may lead to improvements in the day-to-day running of the school and to take responsibility for personal professional development.
- To maintain a professional portfolio of evidence to support the Appraisal process.
- To perform other duties, including covering the essential work of absent administrative colleagues, commensurate with the grading of the post, as directed by the Head Teacher including data entry, filing, post distribution, word-processing service, setting up refreshments and reception cover when needed.
- To be committed to safeguarding and promoting the welfare of children and young people and follow the safeguarding policy.
- Undertake other duties appropriate to the grade and responsibilities of the role as may be required by the Headteacher.
- Support the aims and ethos of the school as identified in the staff handbook.

- Promote and model good relationships with students, colleagues, parents and visitors.
- Set a good example in terms of dress, punctuality and attendance.

Additional duties and tasks will be negotiated and agreed at the time of appointment and/or appraisal review at the direction of the Headteacher.

This 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 salary and job title. 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.

The post-holder will be expected to carry out all duties in the context of, and in compliance with, all the School's policies and procedures and in compliance with the London Borough of Newham's Equal Opportunities Policies, Plashet EDI Policy and Staff Code of Conduct.

Receptionist Person Specification

Essential Criteria

The successful candidate will have:

- A warm, friendly and welcoming personality with a professional approach to work.
- Personal qualities; ability to maintain complete confidentiality and discretion within all situations, tactful and sensitive. Accepting of all.
- The ability to communicate effectively and work with adults and children on all levels in a professional, friendly and approachable manner.
- A flexible approach to work.
- Ability to respond to the demands of internal and external changes and work under pressure at times, assess priorities and be able to meet deadlines.
- Excellent organisational skills.
- Demonstrable experience and / or a qualification in Microsoft office packages (Word, Excel, Publisher), use of email and management information systems.
- Good clerical skills.
- The ability to work as part of a team – involving children, school staff, parents and governors.
- The ability to work under own initiative when necessary prioritise workloads and to meet deadlines.
- A courteous, patient, diplomatic and professional telephone manner.
- A keen eye for detail and experience of producing work of a high standard of quality and accuracy.
- Good analytical skills.

- Highly dependable and totally trustworthy.
- Ability to function effectively in an environment in which interruptions take place.
- GCSE grade C or above or equivalent in English and Mathematics.
- A Level/Level 3 qualifications.
- Willingness to participate in further training and development opportunities offered by the school, to further knowledge.
- Professional, smart, business-like appearance in line with the "corporate" image of the Visitor Reception area.
- Excellent levels of attendance.

Desirable Criteria

- a. The ability to use SIMS.
- b. Experience of working within a school environment.
- c. A First Aid Certificate.
- d. Degree Level qualification.