



JOB PROFILE

Job Title:	Receptionist	School/Department:	Temple Moor High School and Sixth Form
Salary Grade:	FTE Salary: £23,152 Actual Salary: £19,830.61	Working Hours:	37 hours per week Term Time Only + 5 training days
Contract Type:	<i>Permanent</i>	Location:	Leeds

Responsible to: Administration and Information Manager

Role summary:

To work under the direction/instruction of senior staff and provide routine general clerical, administrative, financial support to the school.

Special conditions of service:

No smoking policy, including e-cigarettes.

Requirement to occasionally work outside of school hours and off school premises as required by the school.

Main Responsibilities:

- To undertake reception duties, answering routine telephone calls and face-to-face enquiries.
- To manage the visitor signing in system.
- To undertake typing, word processing and other IT based tasks eg school database
- To undertake routine administration.
- To assist in arrangements with outside agencies as required ie school nurse, photographer, SEND agencies.
- To sort and distribute mail.
- To assist with whole school administration as required.
- To appreciate and support the role of other professionals.
- To participate in CPD, other learning activities and performance appraisal as required.
- To assist with first aid for students or be willing to undertake a first aid training course.

Communication:

- To manage incoming and outgoing calls to/from parents and outside agencies in a calm, positive and professional manner.
- Supporting effective communication across the school and externally.
- Preparing letters.
- Present a positive and professional welcome as the first point of contact for the school.

Organisational:

- Supporting the organisation of events/projects.



Aptitudes:

- Excellent communication skills.
- Work under pressure.
- Relate well to young people.
- Take initiative and work independently.
- Work to high levels of accuracy.
- Prioritise and plan to ensure completion of tasks.

Skills:

- High level of ICT competence.
- Time planning.
- Organisational and administrative.
- Problem solving.
- Negotiating skills.

Characteristics:

- Excellent attendance record.
- A 'can-do' attitude.
- Sense of humour.
- Commitment, enthusiasm and self-motivation.
- Team worker.
- Flexible.
- Generosity of spirit.
- Commitment to own personal development and learning and a willingness to undertake further training as required.

Relationships

- The post holder will be required to work flexibly to deliver an efficient administrative service.
- There will be regular contact with senior managers, colleagues, other line managers and internal and external customers

Physical Conditions

- The post is currently based at Temple Moor High School High School
- School has access by stairs and lift and is accessible by disabled persons.
- This post is subject to an enhanced Disclosure and Barring Service check.
- The school operates a non-smoking policy.

RK People Responsibilities:

- Contribute to the overall aims and values of our Trust, appreciate and support the roles of other members of the wider team and attend and participate in relevant meetings as required.
- Comply with all Trust policies and procedures including child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person.
- Contribute to ensuring safeguarding procedures are in place and used effectively at all times.

The role holder must demonstrate a flexible approach to the delivery of the role. Consequently, the role holder may be required to perform work not specifically identified in the job profile but which is in line with the general scope, grade and responsibilities of the role.



Red Kite Mission, Values & Leadership Expectations

Our Trust Mission

Nurturing ambition, delivering excellence and enriching children's lives

Our Trust Values

Collaboration: we pull together to get the best outcomes for every child in every school, working with professional generosity and openness for the common good. We share joy in our achievements – personal and collective.

Integrity: we put ethical leadership and excellent governance at the heart of our Trust, serving our schools and communities with fairness, honesty and transparency and a hunger for social justice.

Respect: we champion equity, equality and diversity. We treat our staff, children and families and partners with respect and kindness – modelling our values and wanting the very best for each other.

Our Leadership Expectations

Coach your Team: our leaders use coaching principles to support their teams to be self-aware, grow and work collaboratively.

Lead with Respect: our ethical leaders lead with trust, integrity and show appreciation. Wellbeing and fairness are shared priorities.

Challenge for Excellence: our leaders challenge themselves and their teams to continually grow in their role and towards their aspirations. They support an innovative approach where colleagues are encouraged to try new approaches with the aim of improvement.

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Our Trust Goals



We champion learning

Learning together creatively with a rich and broad curriculum, where great teaching and confident reading are fundamental to enriching children's lives.



We promote wellbeing

Ensuring the wellbeing of every child and member of staff in our Trust.



We invest in our people

Supporting every member of staff throughout their career to be the best that they can be.



We innovate with technology

Enabling all learners to harness technology, ensuring all have access at home, and innovating with technology for learning.



We are our Trust

Growing together collaboratively we will strengthen our Trust for the benefit of our children, our staff, our communities and our environment.



PEOPLE PROFILE		
Aptitudes and Characteristics	Essential	Desirable
Excellent attention to detail	E	
Committed to excellent customer care and putting the customer at the heart of everything you do, and continually improving customer satisfaction	E	
Ability to meet deadlines and work under pressure	E	
Commitment to own personal development and learning and a willingness to undertake further training as required	E	
Awareness of and an ability to respect the sensitive and confidential nature of the work	E	
Commitment, enthusiasm and motivation	E	
Commitment to the safeguarding of our students	E	
Qualifications, Knowledge and Experience	Essential	Desirable
To communicate effectively with a wide range of people inside and outside the School.	E	
To work flexibly as part of a team and show initiative	E	
To demonstrate good numeracy and literacy skills	E	
To demonstrate good organisational skills	E	
To be self-motivated and able to work on own initiative	E	
Knowledge of general office procedures and practice	E	
Knowledge/qualifications demonstrating ability in numeracy and literacy		D
NVQ Level 3 or equivalent		D
First Aid qualification or willingness to undertake training	E	
Experience of dealing with queries from a wide range of people inside and outside the School	E	
Experience of working in partnership with others to deliver work to set deadlines	E	
Experience in the use of Microsoft packages	E	

