

School Receptionist

Job Description

To co-ordinate safe and secure entrance and exits of all pupils, staff and visitors and have responsibility for incoming calls to the school on the switchboard

Reporting Relationship:

The post holder will report to the Office Manager.

Functional links:

The Receptionist will liaise with senior managers, OHCAT Shared services teams school staff, pupils, Governors, parents, carers, professionals, volunteers and visitors to maintain the high standards of the School.

Duties and responsibilities

Reception Duties

1. Acting as the first point of contact in response to telephone and face to face enquiries, providing information and relaying messages as soon as practicable
2. Co-ordinate safe entrance and exits of all students, staff and visitors, at all entrance doors ensuring they are signed in and out and that no unauthorised person gains access.
3. To answer all phone calls from the School switchboard dealing with enquires relating to matters connected with the day to day running of the School, and re-directing calls as required.
4. Greet all pupils, staff and visitors in a polite, friendly and professional manner.
5. Follow safeguarding procedures on reception, dealing with people in a professional and assertive manner in order to further check identification if required.
6. Ensuring visitors have been provided with safeguarding and health and safety information as appropriate
7. Responding to *9 behaviour calls ensuring staff attend and that all *9 calls are logged on the behaviour spreadsheet
8. Maintain an up to date list of all staff car registration details

Administration Duties

9. Assist with the maintenance of School records as instructed; pupil lists, registers, pupil absence, data collection sheets, student lunch requirements
10. To assist colleagues dealing with the mail, ensuring items are circulated and prioritise in terms of importance and urgency for the Principal.
11. Under the direction of the Office Manager prepare mail merges, format letters, reports and other documents as requested
12. Checking office stationery levels and assisting with ordering of Office Stationery, checking deliveries as appropriate
13. Photocopying various letters and documents as required, in addition franking, laminating and binding documents as requested
14. Effective diary management of the school Senior Leadership Team, arranging appointments and managing invitations to appointments
15. Arrange meetings, maintaining contact lists and liaising with attendees, arranging room bookings and circulating agendas and papers
16. Minute taking at meetings as required
17. Administration of accident/injury forms and head injury letters as required

General

18. Undertake a public relations role both within and outside the organisation.
19. Liaise with Governors, Senior Management, OHC&AT staff and external agencies as necessary
20. To work cohesively together under the Principal to ensure the smooth running of a school for our pupils and staff.
21. To answer phone calls, keeping within a three-ring policy and ensuring customer service is kept to a high standard.
22. Compliance with School policies e.g. Equality and diversity, health and safety and safeguarding.



23. Undertaking such other duties of a similar nature as required by the Office Manager or the Principal.