

## **Job Description for Receptionist**

**Job Title:** Receptionist

**Role Purpose:** The post holder will be part of a team of receptionists who are the first point of contact for visitors, parents, staff, and pupils. The postholder will work to ensure that the school is represented positively and professionally, whilst maintaining safeguarding expectations essential to a school environment. The school receptionist is also responsible for contributing to whole school administration under the direction of the Office Manager.

**General Administration Duties (not exhaustive):**

- Provide an effective and efficient reception service to the school, acting as the first point of contact for the school, welcoming visitors, staff, and pupils in a courteous, prompt, and professional manner
- Ensure the safety and security of the school, ensuring that entry into the premises is appropriately always monitored
- Ensure that all visitors are checked in in accordance with the school's Safeguarding Policies, this includes checking identification and DBS status, issuing visitor badges and ensuring that the signing in and out process takes place.
- Be responsible for dealing with incoming telephone calls and other communications, ensuring that messages are accurately relayed in a timely manner and logged correctly.
- Ensure that the reception area is well presented and reflects a professional and welcoming image of the school
- Manage all incoming and outgoing post and deliveries according to school procedures,
- Support with the school office/admin inbox, ensuring all messages are passed on to the appropriate staff member in a timely manner.
- Support with arranging meetings and the booking of meeting spaces where necessary
- Undertake various administrative tasks and duties, using word, excel, outlook and Arbor under the direction of the Office Manager. This may be to provide wider school support to other departments
- Produce high quality error free documents, letters, and reports in a timely manner in line with established school procedures and templates
- Be responsible for ensuring that visitors are accounted for during an emergency evacuation or fire drill
- Always handle sensitive matters discreetly and confidentially
- Work effectively within the Administrative team
- Work co-operatively with other support and teaching staff

**Other:**

- Safeguard the integrity of all Academy and Trust data by ensuring the accurate input and audit, as required, of information being inputted
  - Positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge
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**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

**This Job Description is current at the time of printing but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.**

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## Person Specification Receptionist

Essential Criteria	Desirable Criteria	Evidence
<p><b><u>Qualifications &amp; Education:</u></b></p> <ul style="list-style-type: none"><li>• Educated to GCSE-level or equivalent, including English and Mathematics.</li><li>• A skilled user of Microsoft Office, with the ability to produce, create and edit documents using Word, Excel, PowerPoint, and Outlook.</li></ul>	<ul style="list-style-type: none"><li>• NVQL3 or equivalent</li><li>• First Aid Certificate</li><li>• Further qualifications or training relevant to the role</li><li>• Safeguarding in Education training</li></ul>	<ul style="list-style-type: none"><li>• Application</li></ul>
<p><b><u>Experience:</u></b></p> <ul style="list-style-type: none"><li>• Experience of providing excellent customer service.</li><li>• Experience of working in a school and/or provision of administrative services.</li><li>• Ability to use initiative to identify issues, problems, or concerns and to know when to refer onwards.</li><li>• Experience of working independently with little supervision.</li><li>• Experience of organising meetings.</li><li>• Flexible approach to working arrangements and duties.</li></ul>	<ul style="list-style-type: none"><li>• Knowledge and understanding of MIS Systems, Arbor.</li><li>• Experience in the provision of information and communicating with academy staff, parents, carers, pupils,</li></ul>	<ul style="list-style-type: none"><li>• Application form</li><li>• Interview</li></ul>
<p><b><u>Skills:</u></b></p>		



<ul style="list-style-type: none"> <li>• Able to always maintain the strictest confidentiality and integrity.</li> <li>• Proven experience in maintaining accurate records and the safe storage of confidential information.</li> <li>• Highly organised and efficient and able to work to tight deadlines, often under pressure.</li> <li>• Excellent written and verbal communication skills with the ability to relate well to a wide range of stakeholders.</li> <li>• Able to work as part of a diverse team.</li> <li>• Able to promote the safeguarding and welfare of children and young people across the Academy/Trust.</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
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