



Cheadle Hulme School

Role title: Receptionist

Reports to: Executive Assistant to the Head

Role Purpose

As the first point of contact within the School, the post-holder is responsible for welcoming pupils, staff, parents and visitors in a professional and efficient manner. The post-holder is also responsible for coordinating and collating of the registration and attendance registers as required.

Cheadle Hulme School is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Responsibilities

Reception Duties

- Act as the first point of contact for all Senior School visitors ensuring the School's Visitors' procedures are strictly adhered to;
- Manage the School's entry barriers/access control in accordance with the School's Visitor procedures;
- Check Visitors email inbox daily to forward plan;
- Provide a professional telephone response service for all general School enquiries, managing and directing calls as appropriate;
- Act as a point of contact between students, parents and CHS staff as required;
- Prepare the Daily Bulletin;
- Amend student change of contact details on iSAMS, and liaise with the Finance Office and External Relations;
- Assist other secretarial and reception staff at busy times;
- Assist with secretarial duties as requested;

Registration Duties (when required)

- Administer attendance registers daily using iSAMS (computerised management information system for student records);
- Ensure Teachers have completed lesson Registers and follow-up where necessary;
- Follow up unreported/recurring absences and liaise with Form Teachers and Heads of Year where appropriate;
- Collate and distribute weekly absence lists of students missing lessons due to trips/sports activities;
- Collate a weekly absence report and forward to Form Tutors, updating student records accordingly;
- Administer the signing in/out register, updating iSAMS as required;
- Print off daily Fire Register and act as a point of contact for Second Master for fire drills/alarms;
- Set up registration dates and times on iSAMS for each new term;
- Maintain accurate filing system for student absence.

To undertake additional reasonable duties as requested by the manager or another appropriately senior colleague.

This is not an exhaustive list and will vary as the School's requirements change. Flexibility regarding working hours will be expected from time to time, in consultation with the employee.

Person Specification

Qualifications

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| 1 | GCSE grade C or above in 5 subjects including Maths and English |
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Background & Experience

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| 2 | Previous experience of working in a busy school environment providing excellent reception and administrative support |
| 3 | Experience of using iSAMs or other student support systems |

Personal Qualities

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| 4 | High level of integrity and confidentiality |
| 5 | Personable, welcoming and able to deal confidently with individuals at all levels |
| 6 | Responsible, reliable, flexible and willing |
| 7 | Good time management |
| 8 | Ability to work calmly and courteously in a busy environment |
| 9 | Positive attitude to personal development and training |

Skills & Competencies

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| 10 | Excellent IT skills to include: Microsoft Office applications and databases. Experience of iSAM's or Google Drive is advantageous |
| 11 | Excellent listening, verbal and written skills |
| 12 | Ability to plan, organise and prioritise effectively |
| 13 | Ability to access, assimilate and process information quickly |
| 14 | Proven ability to use initiative and be proactive |
| 15 | Ability to review and optimise processes and procedures |