



Job Description

Title	Receptionist	School/Department	Maiden Erlegh School in Reading
Grade	Grade 3, Spinal points 5 to 6	Reports to	Office Manager / Head's PA
Job evaluation code	MER028	Date of evaluation	April 2022
Purpose	To provide efficient, effective and confidential reception support to the school. To promote a professional and positive image of the school at all times.		
Key Accountabilities	To provide first-class customer service to all stakeholders. To ensure that all visitors and callers to the school are presented with a positive image of the school. To support all stakeholders with queries as required.		
Scope	Main contacts:	Staff responsibilities:	Financial accountability:
	Parents, students, staff and outside agencies	None	None
Main duties and responsibilities	<ul style="list-style-type: none"> • To provide a full range of receptionist support: • Meet all visitors to the school, deal with general enquiries by phone and in person from parents, pupils, students, and outside agencies. • Ensure that visitors are admitted and managed in accordance with local safeguarding procedures, including the maintenance of the Inventory system. • Ensure that safeguarding issues are recorded on CPOMS. • Assist the SBM with fire evacuation policies and procedures. • Take messages and refer matters which are not of a routine nature to the appropriate person. • Receive and distribute incoming mail and frank all outgoing mail. • Record keeping and filing. • Inputting pupil data. • Photocopying and distributing information. • Dealing with enquiries from staff. • Supporting the provision of First Aid. • Any other duties that reasonably fall within the purview of the post, which may be allocated after consultation with the post holder. 		
Other requirements and responsibilities	Enhanced DBS with children's barring list required. To act as 'gatekeeper' to the school, ensuring that the DBS status of visitors is understood, and arrangements are applied as required. To understand and follow safeguarding procedures in respect of extra-curricular activities and admittance of students to the school.		
Structure chart	<div style="text-align: center;"> <pre> graph TD SBM[School Business Manager] --- OM[Officer Manager/Heads PA] OM --- REC[Receptionist] </pre> </div>		



Person Specification

Role	Receptionist	School/Department	Maiden Erlegh School in Reading
Grade	Grade 3	Job evaluation code	MER028
Qualifications, training and education	<ul style="list-style-type: none"> NVQ Level 2 or equivalent. First aid qualification or willingness to undertake training. 		
Experience	<ul style="list-style-type: none"> Experience in a similar environment. Experience of working in a customer facing role. Experience of working within a busy, diverse environment. 		
Skills and abilities	<ul style="list-style-type: none"> Microsoft Office skills. Knowledge of BromCom/other MIS software. Good general communication skills, both written and oral. Good organisation skills – able to prioritise workload. Ability to identify customers’ needs quickly and deal with queries efficiently. Reliability, tact, diplomacy, confidentiality, and sensitivity are paramount to this post. Able to work independently but also as part of a team. Flexible approach to working and a good team player. Flexibility to cover absence of other reception staff, as required. 		
Requirements specific to the role	<p>All staff and volunteers are expected to be committed to safeguarding, equality and promoting the welfare of children and young people.</p> <p>To ensure awareness of local safeguarding policies and procedures and to report any concerns or information received as required</p>		

The Trust retains the right to implement changes in job descriptions and person specifications to reflect changes in the demands of the post. Where this is necessary this will be done in consultation with you.

Signed: Post holder	
Date:	