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# WOOLWICH POLYTECHNIC SCHOOL

**JOB DESCRIPTION**

**Post: Receptionist**

**Core Purpose:**

* To provide a professional, efficient and welcoming experience for all visitors to Woolwich Polytechnic School for Girls.
* To provide effective and timely communication face-to-face, over the telephone and by written correspondence
* To ensure staff and students are kept safe by following appropriate safeguarding guidelines.

**Responsibilities:**

* Welcoming all visitors to the school, undertaking appropriate safeguarding checks and issuing relevant identification and guidelines and maintaining accurate records.
* Maintaining a welcoming and efficient reception area and ensuring all notices and literature is current.
* Being aware of all relevant school activities and current staff to ensure enquiries are dealt with efficiently and directed to the correct staff.
* Co-ordinating the arrival of visitors to the school, including groups for events and ensuring appropriate staff are advised.
* Answering the main school telephone line promptly, dealing with telephone enquiries, taking accurate messages and passing them on promptly by the most appropriate method.
* Retrieving and replying to voicemail messages promptly.
* Respond promptly to radio calls for reception.
* Ensuring the voicemail system is working effectively and reporting any faults to the IT team.
* Supporting whole school administration as required.
* Ability to be a school first aider and respond to first aid calls as required.
* To contact emergency services as and when required, communicating clearly access arrangements and the location of the casualty.
* To support emergency evacuations for students and staff with mobility issues.
* To produce register printouts when fire alarm activations occur.
* To provide administrative support to the school
* Deal with incoming post and deliveries.
* Monitor student attendance and be responsible for first day calling.
* During school holiday periods, to provide reception and administrative support to the school.
* Undertaking general administrative duties as required

Other

* Responsible for student behaviour and welfare in public places during break, lunch, change of lesson, beginning and end of school day as directed.
* Participate in professional development opportunities, willingness to develop additional skills and expertise.
* Keep up-to-date with current educational developments and legislation affecting your area of responsibility.
* Contribute to school development through identified communication and consultation channels.
* Treat students, parents and colleagues fairly, equitably and with dignity and respect.
* To respect the confidential nature of information relating to the school.
* Contribute to the overall ethos/work/aims of the school.
* Develop constructive relationships and communicate with other agencies/professionals.
* Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the school’s safeguarding policy.
* To comply with the school’s Health and Safety policy and statutory requirements.
* To undertake any other duties not detailed above commensurate with the level of the post.

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| * A\* - C in GCSE English and Mathematics or equivalent * Experience in a general administration environment * Experience of reception work * Experience of Microsoft Word and Microsoft Excel * Experience of working in an educational setting * An intermediate or above qualification in word processing/typing skills | E  E  D  E  E  D |
| **Skills and Abilities** |  |
| * Excellent communication skills both verbally and in writing * Excellent customer service skills * Ability to complete work to the required standard * Willingness to undertake first aid training and administer first aid * Ability to follow set procedures * Ability to work on own initiative with minimum supervision * Ability to work under pressure * Ability to work within professional boundaries with all members of staff and visitors * Ability to take a collaborative role when working within a team * Able to meet deadlines against agreed changing priorities and competing demands * Ability to maintain confidentiality | E  E  E  D  E  E  E  E  E  E  E  E |
| **Other Attributes** |  |
| * Punctual and reliable * Ability to adapt to changes in the workplace * Ability to form and maintain appropriate relationships and personal boundaries with pupils * Evidence of successful team working * Commitment to equal opportunities * Suitability to work with children * Emotional resilience * Commitment to the school ethos and aims * Deep understanding and commitment to the safeguarding of children * Flexible approach to working hours * The ability to converse at ease with parents, pupils and members of the public and provide advice in accurate spoken English | E  E  E    E  E  E  E  E  E  E  E  E |

**Person Specification**