



JOB DESCRIPTION: RECEPTIONIST

SALARY RANGE: GRADE D SCP 7-10

ACTUAL SALARY: £19,634.48 - £20,732.55

HOURS: 36 HRS PER WEEK
(MON – THURS 7:30AM –3:15PM & FRI 7:45AM – 3:15PM)

WEEKS PER ANNUM: TTO + 5 DAYS

RESPONSIBLE TO: OFFICE MANAGER

RESPONSIBLE FOR: BE RESPONSIBLE FOR UNDERTAKING ADMINISTRATIVE FUNCTIONS AND OPERATIONS TO SUPPORT THE COLLEGE NEED.

JOB PURPOSE: To be responsible for the coordination and smooth running of the College reception area (Main and Student Reception) and provide a professional administrative service to visitors, parents, students and staff.

COLLEGE VALUES: The post holder will subscribe to and model the ideal that as stakeholders of Denton Community College we strive to ensure that all our work is characterised by the core values of COURTESY, EMPATHY, INCLUSION, INTEGRITY, RESPECT & RESPONSIBILITY.

CORE RESPONSIBILITIES

- To welcome and sign in and out, visitors and students to the college following the appropriate security and safeguarding procedures
- To direct internal and external post to the appropriate areas across College
- To make and receive telephone calls in a pleasant and courteous manner
- To monitor in-coming messages for students and staff ensuring that they are forwarded appropriately
- Supporting students and staff at the reception area
- Directing queries concerns raised by students, parents and visitors to the relevant member of staff
- Support the Attendance Officer with student absence procedures as and when required
- Ensure staff and student sign in sheets are managed daily
- Ensure recorded telephone system messages are kept updated

LINE MANAGED BY:

- Office Manager

LINE MANAGER OF:

N/A

RESPONSIBILITIES (Administrative):

- Manage manual and computer records/information systems
- Manage the College’s information email accounts and direct emails appropriately
- Analyse and evaluate data/information and produce reports/information/data as required
- Undertake typing and word-processing and IT based tasks
- Provide administrative support across college as and when required

SPECIFIC RESPONSIBILITIES (Organisational):

- To receive visitors to the school and to communicate with courtesy and clarity to all staff, students, parents, carers, visitors, outside agencies and the wider community, including answering general telephone and face to face enquiries
- To assist with pupil first aid and welfare duties, including looking after unwell students and liaising with parents and staff over student matters
- To undertake routine clerical and administrative support duties on behalf of individual members of staff or Faculties, in relation to the organisation of school activities.
- To support the registration of staff and students in any evacuation process.

- To support the transition of students through their school life with organisational and administrative functions
- To play a full part in the life of the college community, to support its distinctive mission and ethos and to encourage students to follow this example.
- As and when required support parents evenings, open evenings and other out of hours school events
- To actively promote the college's corporate policies.
- To continue personal development as agreed.
- To actively engage in the staff review and development process.

RESPONSIBILITIES (Operational):

- Operate relevant equipment (Phone systems) and ICT packages
- Operating of reprographic equipment and ensure that all printing is of a high quality and fit for purpose
- Assist with marketing, ethos and promotion of the school

LAST UPDATED

SEPTEMBER 2023

GENERAL INFORMATION

As with all job descriptions it may be necessary to undertake any reasonable task required and sometimes at short notice, that is not described here.

All staff need to be aware of and practise the current Health and Safety regulations in accordance with Government, Thameside LA, and College policies.

The post-holder is expected to be part of the whole-college staff team and to be able to use his/her initiative. The ability to respond positively to ever-changing and demanding circumstances is essential.

This job description is current at the date shown, but in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.