



2 x SCHOOL RECEPTIONISTS
Job Description and Person Specification
This role is a jobshare (Term Time Only)

Main Purpose:

You will be the face of the school, welcoming students, parents and teachers alike into the building, in a warm and friendly manner. You will be responsible for the reception area; answering phone calls and emails and keeping on top of office administration duties such as post, photocopying and filing and general office support.

Duties and Responsibilities:

- To act as a point of contact, and often the first point of contact, for all School enquiries by telephone, email, face to face and to ensure the smooth running of the School Reception.
- To receive all visitors¹ to the School, ensuring that they login onto our visitor portal and distribute visitors' badges, notifying members of staff as necessary.
- To operate the telephone system, and ensure that calls are transferred accordingly
- Distribute incoming email messages as necessary.
- Undertake the sorting and distributing of incoming mail delivered by the Post Office each day. To ensure that all parcels are signed for and members of staff are notified and ensure that this area is kept tidy at all times.
- Maintain stocks of postal franking supplies and prepare outgoing post for mailing.
- Maintain stocks of stationary items for use by Bardwell Road Support staff.
- Use of the in-house School database system to extract information concerning members of staff and pupils as and when required such as pupil pin numbers or family contact details.

¹ Visitors is a generic term that includes visitors, parents, ODs, contractors, delivery drivers etc..

- Manage and book Schools Company Car/People Carriers/Mini-Buses/Coaches
- To update Pupil registration as it happens and update ongoing absences throughout the day.
- To undertake bulk emailing as and when necessary.
- Provide assistance to the Dragon Sale Team
- To undertake any other duties as may from time to time by required by the Headmaster.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The following is expected of all staff:

- To uphold the School’s policies relating to safeguarding & child protection, behaviour, Health & Safety and all other relevant policies
- To promote and safeguard the welfare of children and young persons for whom you are responsible, and come into contact with to ensure full compliance with all statutory regulations, in particular Keeping Children Safe in Education

TERMS AND CONDITIONS

- Salary: £22,422 (FTE for 40 weeks) (£11.10 per hour)
- Hours: 8:00am – 12:30pm - Monday to Friday
12:15pm – 4:30pm - Monday to Friday
8:00am - 5pm Saturdays (every alternate Saturday).

BENEFITS:

- Term time only requirement (i.e. all school holidays off except for 3 days Inset at start and end of each term)
- Employer offers a minimum of 3% contribution to a Group Personal Pension
- Life Insurance 3x gross salary
- Access to swimming pool during school hours
- Lunches provided during working hours
- Access to Cycle to Work and Child Care Vouchers

PERSON SPECIFICATION

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits; (c) certificates

Requirement	Essential	Desirable	Assessed by:
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Education, training and qualifications	1. <i>Business English or equivalent education or experience</i>	<i>Graduate Status</i>	<i>(a); (c);</i>
Knowledge and understanding	1. <i>Confident use of information and communication technology (ICT) including Microsoft Packages</i>	<i>Understanding of Private Independent Schools</i>	<i>(a); (i);</i>
Experience	2. <i>Previous secretarial/reception/administration experience in a busy office environment</i>		<i>(a); (i); (r);</i>
Skills	3. <i>The ability to communicate effectively both verbally with a strong command of English</i> 4. <i>Detail orientated and ensures processes are adhered to</i> 5. <i>Excellent time managements skills</i> 6. <i>Skills in organising, scheduling and adapting work tasks to meet conflicting deadlines</i> 7. <i>Ability to form and maintain appropriate relationships and personal boundaries with children and parents</i> 8. <i>Ability to be adaptable and solve problems</i>		<i>(a); (i); (r);</i>
Personal qualities	9. <i>Personable and friendly approach</i> 10. <i>Flexible and proactive</i> 11. <i>Ability to work independently and as part of a team</i> 12. <i>Ability to convey information accurately, clearly and in a manner which is easily understood</i> 13. <i>Commitment to the Dragon Schools policy of equal opportunity and the ability to work harmoniously with colleagues and pupils of all cultures and backgrounds</i>		<i>(a); (i); (r);</i>
Other requirements	14. <i>Ability to work every other Saturday</i> 15. <i>Cover sickness absences as and when required</i>		<i>(i); (r);</i>