



Receptionist

Contract type: Permanent

Contract term: 37 hours per week, 39 weeks per year (0.856FTE)

Salary: Support Staff D: 5-6 (£23500-£24000 pro rata)

Main responsibilities:

The Receptionist is a very important member of the school. He/she is often the first person to meet or talk to new parents and visitors and therefore should represent and convey the whole culture of the academy. The day to day role is a very varied one and patience, adaptability, initiative, discretion and confidentiality are essential qualities.

- Welcome visitors to the school and address their needs as appropriate, ensuring they follow safeguarding protocols when arriving and leaving the academy.
- Welcome parents to the academy and answer and action their questions / queries as appropriate
- Answer telephone enquiries as a first point of contact.
- Carry out administrative tasks as directed by the Office manager.
- To provide comfort and support to children when they are sent to the office due to feeling unwell etc.
- Liaise with the teaching and non-teaching staff with regards administrative duties.
- Maintain complete discretion, as matters dealt with may be confidential.
- Be responsible for ordering, storing and selling small stocks of school uniform (new and second hand).
- Sort incoming mail and deal with outgoing mail.
- Use ParentMail to organise trips, payments and email communications.
- Photocopy letters to parents etc. as directed by the Office Manager.
- Keep the photocopying room tidy and functional.
- Keep the first aid bags and systems stocked and up to date.
- Contact parents as needed in terms of an illness or medical emergency.
- Keep the register of the medical needs of pupils updated and share information with staff as appropriate.
- Check the expiry dates on Epipens etc. and contact parents as needed for replacements.
- Display news and notices on the playground noticeboards.
- Deal with children's needs: For example, forgotten or lost items, sorting lost property etc...
- Booking rooms, set up refreshments, document copying etc. for scheduled meetings as directed by the Executive Principal.
- Assist with filing or other office tasks as necessary.
- Act in accordance with the Academy and Trust policies and procedures.
- Maintain confidentiality and data protection.
- Communicate with parents via letter, text or email.
- Coordinate provision of hot meals and free school meals.
- To play a full part in the life of the Academy, attending a selection of charity and social events, sports day.



- To promote a positive image of the Academy among parents and in the wider community

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

General:

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

Conditions of Service

Governed by the National Agreement on Teachers Pay and Conditions, supplemented by local conditions as agreed by the AAT

Special Conditions of Service

Due to the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointed interview

As this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to police checks. If candidates are successful in their application, prior to taking up post, they will be required to give written permission to the Department to ascertain details from the Police regarding any convictions against them and, as appropriate, the nature of such conviction/s

Equal Opportunity

The post holder will be expected to carry out all duties in the context of and in compliance with the academy's Equal Opportunities Policies

This job description will be reviewed at regular intervals and is subject to change as the needs of the academy evolve