ELTHAM COLLEGE

# Job Description

**Job Title:** **Receptionist**

**Reports to:** **Deputy Head**

**Hours of Work:** **1230-1730 Monday to Friday, term time only plus three weeks during school holidays**

**Principal Role**

The Receptionist is responsible for being the professional and friendly first point of contact for all callers to the school, both by telephone and in person.

**Main Duties**

- Being first point of contact for all callers to the school, both by telephone and in person;
- Answering all incoming calls and handling enquiries whenever possible;
- Re-directing calls as appropriate and taking adequate messages when required;
- Greeting, assisting and/or directing students, parents, visitors and the general public;
- Monitoring visitor access and ensuring that security policies and procedures are followed at all times;
- Being responsible for the appearance of the reception area on a day to day basis;
- Maintaining and distributing up to date internal telephone lists;
- Providing general administrative and clerical support where required;
- Monitoring the completion of Form Registers and following up student absences where required;
- Carrying out any other reasonable requests, in line with the broad responsibilities of the job.

# Person Specification

- Excellent written and verbal communication skills;
- A professional and friendly manner;
- Good IT and organisational skills;
- Experience of working within a school would be an advantage but is not essential.

***The post holder will be responsible for promoting and safeguarding the welfare of children and young persons for whom he / she is responsible, or with whom he / she comes into contact will be to adhere to and will ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School he / she must report any concerns to the School's Designated Safeguarding Lead.***