

Job Description

Job Title:	Receptionist
Location:	Percy Shurmer Academy
Hours of work:	37 hours (term time plus 2 weeks. Working times tbc)
Reports to:	Harpal Bhamra

Overall Responsibilities:

1. To provide a professional and comprehensive reception service and administrative support to the Academy.
2. The post holder is also required to undertake such other duties and training as may be required by or on behalf of the Academies Enterprise Trust provided that they are consistent with the nature of the post.
3. The job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of Academies Enterprise Trust.
4. The post is predominantly based at Percy Shurmer Academy. Percy Shurmer works in partnership with Montgomery Primary Academy and the postholder may be asked to work on either site.

Main Duties:

1. Reception duties to the School Office - answer all calls promptly, re-direct calls and take messages when required.
2. Receiving, signing in using the school visitor management system (Inventory) and dealing with or directing pupils, parents and other visitors to the Academy accordingly.

3. To receive and welcome visitors and advise appropriate staff on arrival as well as keeping a comprehensive record of all visitors to the academy.
4. To follow the safeguarding procedures when issuing the appropriate lanyards.
5. Update pupil's dinner on Progresso in line with the fire register with regards to attendance and absences.
6. General phone calls home - forgotten PE kits, sick children, assembly calls etc.
7. Check school inbox and distribute emails accordingly.
8. Direct dealing with pupils, parents/carers and other visitors.
9. Sorting out of incoming post and distribute.
10. Receive delivery of goods and distribute to correct person(s) or department.
11. Input of new pupils on all school systems as well as maintaining the school database (Progresso, School Money).
12. Collection of cash (toast money).
13. Typing of letters/correspondences - trips, milk, breakfast club etc.
14. Liaise with kitchen staff regarding pupils and staff meal, trips, hospitality & refreshments.
15. Assist the attendance officer regarding pupil attendance and absences.

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal/Group/Chief Executive
5. There may be occasions when it will be necessary to cover other Administrative roles within the academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

Safeguarding

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

Person Specification

Job Title: Receptionist

General Heading	Detail	Essential requirements:	Desirable requirements:
Qualifications	Qualifications required for the role	<ul style="list-style-type: none"> GCSE Maths and English (Grade A-C) or equivalent 	ECDL or CLAIT qualification
Knowledge / Experience	Specific knowledge/experience required for the role	<ul style="list-style-type: none"> Experience in school administration environment Experience of working in a customer facing role Experience of working within a reception environment Experience of using Progresso (MIS system) or other MIS systems Experience of using the Internet 	Experience of working within the Education Sector
Skills	Line Management Responsibilities	<ul style="list-style-type: none"> N/A 	
	Forward and Strategic planning	<ul style="list-style-type: none"> To plan workload in accordance with the Academy's requirement 	
	Budget (Size and Responsibilities)	<ul style="list-style-type: none"> None 	
	Abilities	<ul style="list-style-type: none"> Ability to use Microsoft Office including Word, Excel, Publisher or equivalent Confidence and ability to communicate with people at all levels 	

		<ul style="list-style-type: none"> • Effective verbal and listening communication skills • Excellent customer focus skills • Able to follow set procedures • Ability to develop and maintain effective working relationships with a wide range of people • Analytical and problem solving skills • Decision making skills • Ability to work on own initiative • Ability to work as part of a team • Good organisational skills • Ability to work under pressure and be flexible where needed • The ability to remain calm at all times • Knowledge of standard office procedures/office equipment 	
Personal Characteristics	Behaviours	<ul style="list-style-type: none"> • Smart appearance and professional manner • Flexibility to respond to changing circumstances 	
Special Requirements		<ul style="list-style-type: none"> • Understand the role of others working in the school 	

		<ul style="list-style-type: none">• Successful candidate will be subjected to an enhanced Disclosure and Barring Service Check• Right to work in the UK• Evidence of a commitment to promoting the welfare and safeguarding of children and young people• Ability to travel as required• Demonstrate a commitment to equality	
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