

Headteacher: Ms Angela Wallace BA Hons, PGCE, MA

Job Description

Receptionist

POST TITLE:	Receptionist
REPORTING TO:	Office Manager and HR Lead
SALARY/GRADE:	Scale 5
WORKING HOURS:	37.5 hours per week, 52 weeks a year (to include School Holidays). Normal Working hours: are to be agreed (with an hour for lunch).
DISCLOSURE:	Enhanced
PURPOSE:	To lead on the provision of an efficient and professional Reception/Telephonist service for Mulberry Academy Woodside and Riverside School as a team of two. <i>You will be an employee of Mulberry Academy Woodside.</i> To ensure the smooth operation of the Schools' shared Main Reception area - dealing with parents, staff, contractors and other members of the public in a professional and considerate manner both in person and over the telephone when dealing with all enquiries.
MAIN DUTIES:	<ol style="list-style-type: none"> To be a highly professional first point of contact for visitors and callers to the Schools. To provide a high level of receptionist services, to include, but not limited to: <ul style="list-style-type: none"> • Manage visitors to the premises to include preparing passes, and operating a signing in and signing-out system for visitors; Thoroughly checking identification and DBS documents and forwarding this information to the HR team. • Accepting and recording deliveries to the School; • Operate the switchboard, interrogate callers and ensure they are passed to the appropriate person, or taking a message where required; • Play a key role in ensuring that only appropriate visitors are admitted through the School's external entry points, utilising the technology available in the reception area; • Ensure the smooth operation of the School's Reception ensuring that the area is kept tidy and professional at all times. • Monitoring student attendance and the behaviour of students in the reception area. • Assisting Office with various administrative tasks. • Communicating effectively with students, staff and parents in a professional and friendly manner at all times.

Part of the

Mulberry
Schools Trust



	<ul style="list-style-type: none">• Manage room bookings for the whole school• Managing reception for Riverside School• Signing and accepting deliveries• To uphold the schools professional standards at all times <p>3. Other tasks and duties those are commensurate with the grade of the post, as directed by Mulberry Academy Woodside managers from time to time.</p>
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Person Specification

Receptionist

ATTAINMENT/QUALIFICATIONS	
Essential	Desirable
<ul style="list-style-type: none"> An excellent standard of Written and Spoken English Knowledge of MS Word, Excel and Outlook 	<ul style="list-style-type: none"> Customer care related qualification Ability to speak Turkish and or Bulgarian Ability to speak a second language
SKILLS	
Essential	Desirable
<ul style="list-style-type: none"> Excellent Telephone Manner Good verbal and written communicational skills Effective organisational skills Ability to work on own initiative or part of a team To be able to work under pressure and to deadlines Ability to communicate on all levels Excellent interpersonal skills 	
KNOWLEDGE & EXPERIENCE	
Essential	Desirable
<ul style="list-style-type: none"> Team player 	<ul style="list-style-type: none"> Previous experience working within a school environment. Experience in Reception and Telephonist duties in a busy customer facing environment.
DISPOSITION	
Essential	Desirable
<ul style="list-style-type: none"> Confident Polite and helpful manner Team Player Approachable and friendly Professional appearance and manner 	
CIRCUMSTANCES/SPECIAL DEMANDS OF THE POST	
Essential	Desirable
<ul style="list-style-type: none"> Flexibility in working hours Awareness of Educational issues Ability to multi-skill 	

Whilst every effort has been made to explain the main duties and responsibilities of this 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.

Employees are expected to present themselves and to act in a professional manner at all times, according to Woodside High School Code of Conduct.

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

This job description is not prescriptive in that the needs of the school may change and this could necessitate revision in the future and amendment at any time, after consultation.

The Job Description should be read alongside the range of professional duties of Teachers as set out in Part XII of the Teachers' Pay and Conditions Document, sections 48 to 50. The post holder will be expected to undertake duties in line with the professional standards for qualified teachers and uphold the professional code of the General Teaching Council for England.