

STUDENT RECEPTIONIST JOB DESCRIPTION

Post:	Student Receptionist
Grade:	Scale 5 (£23,814 - £25,859 approx. actual)
Hours:	36 hours a week – 8.00 am – 4.00 pm (Monday to Friday Term time only). <u>Please note that these hours are non-negotiable.</u>
Responsible to:	Media Content and Lead Admin Coordinator & Assistant Headteacher for Behaviour and Learning.

Job Purpose

- To be responsible for Student Services at Reception.
- Help with Office Admin where possible.
- To understand and promote the ethos and success of the school.

Responsibilities / Duties

1. To 'open up' the student reception area each morning to project a professional and welcoming environment.
2. To be the first point of contact for all student queries.
3. To deal with all pupil queries and re-direct as necessary.
4. Liaise with the student reception volunteers to pass messages and information to other colleagues and students.
5. To ensure appropriate documentation is completed and the School Management System (Arbor) updated if a student is leaving during the school day.
6. To support the pastoral & behaviour team who monitor/identify;
 - Attendance and tackle low attendance.
 - Internal/external truancy.
 - Detentions.
 - Students at risk of exclusion.
 - Students with low self-esteem.
 - Students with family and school issues impacting on school life.
 - Students educationally underachieving.
7. Issuing of replacement items to students - including student planners and school ties – at a cost.
8. Assisting in the organisation of school events, including parents' evenings – liaising with the Resources Supervisor and Heads of Year. Providing registers and ensuring student volunteers are in place.
9. To provide administrative support in such areas as word processing, correspondence, reports and publications, updating and extracting computer information (Arbor, inputting data, photocopying and filing; as necessary.)
10. To work with other administration colleagues to ensure the school has up to date contact information for parents of every student.
11. To assist students with logins for school systems.
12. To co-ordinate lost property and uniform donations.
13. Ensure the parental contact through the reception area is friendly, supportive, and professional.
14. To provide reception cover as reasonably requested by LM.
15. To keep up to date records of student lockers.
16. To 'close down' the student reception at the end of the day.

Line Management Responsibility:

n/a

Additional Duties:

- Carry out other reasonable tasks as directed by the Line Manager or member of the Senior Leadership Team.
- Performing other such duties as are reasonably correspondent with the general character of the post and are commensurate with its level of responsibility.

General:

- This job description is not intended to be a complete list of duties and responsibilities, but indicates the major requirements of the post. It may be amended at any future time and is reviewed annually, to take account of the developing needs of the school.
- The post holder will be expected to work within the schools' policies and procedures at all times.

Agreement:

Date of review: _____

Signed (post holder): Name (Print):

Signed (Line Manager): Name (Print):

Signed (Headteacher):