



SUPPORT STAFF JOB DESCRIPTION

ROLE TITLE	Receptionist
CONTRACTED HOURS	15 hours per week / term time plus one week
LOCATION	Breckland School
GRADE / SCALE POINT – SALARY	Grade 3 (below the bar)
REPORTING TO	Office Manager & Head's PA

INTRODUCTION

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

JOB PURPOSE

- To assist in the effective and efficient running of the school office
- To act as a first point of contact for the school for parents and others
- Create a professional and welcoming environment for visitors
- Contribute to the safeguarding and promotion of the welfare and personal care of children and young people with regard to the school's Safeguarding Procedures

KEY TASKS & RESPONSIBILITIES

Administrative

- Undertake general secretarial/receptionist duties – acting as first point of contact for the school, responding to enquiries and passing appropriate messages/information to staff and students
- Receive all visitors and ensure that they sign in and out and are given security badges in line with safeguarding procedures
- Log all incoming phone calls and monitor response times from staff, ensuring that 48 hour response time is adhered to
- Support the management of formal and informal communications in the School which includes managing the office@ email account and dealing with general messages on SIMS
- Assist in the general maintenance of records and data, in particular inputting new student information onto SIMS and filing information in student files
- Ensure all incoming mail is date-stamped ready for distribution, sign for parcels and record receipt of exam papers in line with exam board guidance
- Ensure the card system and Inventory are kept up to date in relation to staff leavers

Supporting Staff

- Support the Attendance Officer with monitoring late arrival of students and students leaving early for appointments or through sickness
- Maintain an ICT Room and Laptop booking system for staff
- On behalf of the Senior Leadership Team, undertake parental telephone surveys throughout the year
- Support the Senior Leadership Team with the preparation of certificates for Awards

- Support the Senior Leadership with administrative tasks as and when required, for example collating forms for work experience
- Keep a log of confiscated items and follow the school's policy on returning items

Supporting Pupils

- Assist with the distribution of school uniform in liaison with the HR Assistant
- Assist students by photocopying worksheets onto coloured paper when required
- Provide all new admissions with dinner cards, ensuring photographs of in-year admissions are taken on arrival
- Provide students with replacement planners and ID cards as and when required
- Maintain the school's lost property and return missing items to students
- Set a good example in terms of personal presentation, attendance and punctuality

Health and Safety

- Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions
- Co-operate with the employer on all issues to do with Health, Safety & Welfare

Continuing Professional Development

- In conjunction with the Line Manager, take responsibility for personal professional development, keeping up-to-date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the school
- Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available
- Undergo appropriate training to support the delivery of 'specified work' in order to develop skills for the post

Additional Responsibilities:

- Undertake any duties reasonably requested by the Principal or Line Manager

SAFEGUARDING

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Principal, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.
4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.



5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the line manager or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.



PERSON SPECIFICATION

CRITERIA	ESSENTIAL
Technical or Specialist	General clerical / administrative work. Participate in development and training opportunities.
Literacy and Numeracy	Good level of literacy and numeracy skills. Good keyboard / computer skills.
Organisational	Ability to prioritise as needed and work in an organised manner.
Equipment / Materials	Good understanding and ability to use relevant technology and office equipment.
Interpersonal and Communication	Ability to relate well to children and adults. Work constructively as part of a team, understanding school roles and responsibilities and your own position within these. Approachable, understanding and friendly. Excellent interpersonal skills. Good team player.
Manual Skills	Routine manual handling skills
Level of Autonomy	Able to make day-to-day decisions about own workload, within clear guidelines and procedures. Supervisory assistance is available most of the time.