

Capital City Academy - Job Description: Support Staff – Term Time Only

Title of Post

Receptionist

Salary

Scale 2b + holiday entitlement

Hours per week

37

Weeks per year

39

Reporting to

Executive Assistant to the Principal

Job Purpose

To provide reception and administrative support and an effective enquiries service across the Academy as required. To act as first point of contact with the school for parents and members of the community.

Generic Duties

- To be an active member of the Capital Support Staff Team and to support the Principal in embedding a strong Culture for Learning across the Academy.
- To attend relevant meetings and provide administrative support as required.
- To be an effective line manager/ line managee.
- To maintain high expectations and standards at all times contributing to the positive ethos of the Academy.
- To contribute to the promotion of equal opportunities and celebration of diversity in all aspects of the work of the Academy.
- To take personal responsibility for professional development and to participate in the Academy's arrangements for Appraisal using BlueSky. This includes attending 5 training sessions per INSET day which may be completed outside of work hours to allow the INSET days to be taken in lieu.
- To take responsibility for the safeguarding of young people. Capital City Academy is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All staff must attend at least annual safeguarding training and read Keeping Children Safe in Education at least annually and whenever it is updated. All staff must report any safeguarding concerns to the Designated Safeguarding Team immediately.
- To be willing to obtain a nationally recognised First Aid certificate and / or undertake fire marshall training to assist in the safety and welfare of the students.
- To undertake such further activities as may reasonably be directed by the line-manager or Principal.

Specific Duties

- To answer the phone, distribute the communications and take messages when needed in a professional manner.
- To coordinate with all arrivals at the Academy to ensure they comply with the current safeguarding legislation and Academy policy.
- To supervise and organise the work of the front of house reception and to help develop the provision of information to callers and visitors including;
 - Maintaining visitors badges and lanyards ordering further supplies when required
 - Maintaining signing in sheets and books and keeping an electronic record of visitors
 - Signing for deliveries and ensuring front reception is kept cleared of parcels and tidy on a regular basis.
 - To ensure that visitors to the Academy are properly badged; informed of the Academy's safeguarding & evacuation policies and that they are collected at reception by the member of staff they are visiting
- To undergo child safeguarding training to the appropriate level and help in the operation of the safeguarding policy of the Academy
- To read and understand the fire evacuation procedure and the part reception is expected to play as

the front desk coordination point

- To provide cover across the full range of administrative duties, rotating over time in order to become proficient in the full range of administrative work required.
- Act as link for all staff through internal communications systems, forwarding electronic mail addressed via the administration e mail in a timely manner.
- To respond to general enquiries from visitors/callers/correspondents etc.
- Aid in opening and distribution of incoming mail and despatch of outgoing communications.
- Support administration staff by the provision of general clerical work in the offices of the Academy when required or during periods of staff absence.
- To record students entering after 9am as late on SIMS and ensure they go directly to class.
- To maintain the professional environment required in the reception area.

Person Specification

Competency	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • An understanding of the demands of an education/school environment
Experience	<ul style="list-style-type: none"> • An understanding of the principles of customer care and experience in a customer facing role. 	<ul style="list-style-type: none"> • Evidence of continuous self-development and updated knowledge.
Knowledge and Understanding	<ul style="list-style-type: none"> • Enthusiasm for and commitment to the achievement of the Academy's overall vision. • Awareness of, and commitment to, diversity and inclusion. • Flexible, adaptable, results orientated and able to prioritise, resilient under pressure. • Demonstrates respect for people, regardless of ethnic origin, gender, age or disability • Effective team worker: helpful, friendly and able to make good judgements and lead when required • Adaptable, organised and able to work with minimum supervision • Understands the importance of confidentiality and discretion 	<ul style="list-style-type: none"> • Demonstrates resilience, motivation and commitment to driving up standards of work and achieving excellence
Skills	<ul style="list-style-type: none"> • Accurate and well-presented processing skills • Computer literate, able to use IT based administrative systems (Microsoft Outlook, Word & excel) • Good written and oral communication skills: able to respond to general and administrative enquiries in a helpful and informative manner • Able to appreciate the customers point of view and respond accordingly • Able to build effective relationships with a wide variety of people. 	<ul style="list-style-type: none"> • Keen to develop own skills

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