



Old Palace of John Whitgift School

School Receptionist

The School Receptionist is directly responsible to the Operations Manager and works in conjunction with the Head and key members of the support and teaching staff. The post-holder will be expected to comply with any reasonable request from the Operations Manager and Senior Leadership Team and to undertake work of a similar level that is not specified in the job description.

Core Purpose

- maintain a commitment to safeguarding and to promoting the welfare of children and young people;
- to act as first point of contact for visitors to the school, parents, staff and students. As the 'face' of the school the receptionist should be welcoming personable, helpful and able to represent the School in a professional and friendly manner.

Responsibilities

It is expected that the post-holder will, under the direction of the Operations Manager, support the Head in the marketing of the School by:

- carrying out reception duties receiving and welcoming visitors to the site and ensuring that signing-in and out procedures are followed and ensuring the safety and security of the School at all time making sure that entry to the premises is controlled;
- adopting a welcoming, calm and positive manner to users of the School ensuring a high degree of customer care to all and maintaining a good professional relationship with staff;
- receiving incoming calls and dealing appropriately and effectively with enquiries, routing calls and taking accurate messages as appropriate, in line with relevant procedures;
- communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers;
- becoming fully conversant with the school's SIMS system, entering data and be confident in using the external communication tool;
- ensuring that the reception area and notice board is kept smart and tidy;

- ensuring the marketing information in the Ayckbowm Room is kept up to date and the room tidy for visitors;
- receive and sort all packages, deliveries and mail;
- to actively support the aims and values of the School and of the Whitgift Foundation;
- to secure the reality of one School by gaining knowledge and understanding of the people and activities throughout the community, across the different sections and sites;
- to support the creation and management of opportunities for strengthening the community, for promoting a culture of praise, respect and positive relationships throughout the School;
- to maintain confidentiality and display a high degree of integrity at all times;
- to liaise with relevant staff to ensure a consistency of practice throughout the whole School.

Miscellaneous

It is expected that the post-holder will:

- attend relevant staff briefings / meetings as appropriate;
- support the life of the whole School by attending social and school events, productions and concerts, and encouraging participation in them by colleagues and students;
- contribute to the process of professional review as required;
- use the opportunities offered at twilight training courses after school hours.

August 2018