



Coloma Convent Girls' School

Upper Shirley Road, Croydon CR9 5AS | 0208 654 6228
office@coloma.croydon.sch.uk | www.coloma.croydon.sch.uk
Headteacher: Mrs Elizabeth Englefield
Chief Executive: Mr David Garrido

JOB DESCRIPTION RECEPTIONIST

AIMS OF THE POST

This role plays an instrumental part in the efficient day to day running of our school and is responsible for manning the school's main reception desk assisting all visitors with their queries in a positive and supportive manner. This is an extremely busy post, which requires the successful candidate to be able to identify visitors needs quickly and deal with queries in an efficient and helpful manner. Excellent communication skills – both written and verbal - are imperative as is the need to be reliable, diplomatic and calm. This post also requires good organisational skills, with the ability to prioritise workloads and support the administration team, where needed.

KEY AREAS FOR DECISION MAKING

- ☉ **Reporting to management, any safeguarding or health and safety issues.**

KEY ELEMENTS

- ☉ To represent the School and the Trust
- ☉ Ensure safeguarding procedures are followed in relation to visitors to the school.
- ☉ Use professional judgement.
- ☉ Ensure adequate cover is available during own planned absence.
- ☉ Contribute as an effective and collaborative member of the support staff team, including providing cover for colleagues as required.

MAIN DUTIES

Responsibilities

- ☉ Be the first point of contact for visitors and enquiries (telephone/email) and deal with them appropriately.
- ☉ Greet and welcome visitors, parents, and students with a warm and friendly demeanour
- ☉ Be committed to the safety of all staff and students by ensuring that you identify visitors at the gate and their purpose before allowing onto site.
- ☉ Undertake reception duties, answering telephone and face to face enquiries and respond to enquiries, transferring calls to the appropriate department when necessary.
- ☉ Ensure that all visitors/contractors to site have signed in and out of the Inventory System
- ☉ Inform visitors and contractors of the safeguarding procedures
- ☉ Issue lanyards to visitors before they are permitted into the building
- ☉ Collect lanyards as visitors leave site
- ☉ Notify relevant member of staff when visitor has arrived.
- ☉ Maintain an organized and efficient front desk, ensuring a clean and professional appearance.
- ☉ Operate gate entry for both main and staff entry gates
- ☉ Assist with pupil first aid/welfare duties, liaising with parents/staff as and when required
- ☉ Assist with student attendance records and manage late arrivals and early departures.
- ☉ Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- ☉ Be familiar with the content of the School website to direct enquires to relevant sections.
- ☉ Manage the office@ inbox and where appropriate address and process email enquires
- ☉ Manage the staff post trays



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- ⊗ Manage incoming and outgoing mail and packages
- ⊗ Assist with open events and school activities, including open morning and evenings and parent and curriculum evenings
- ⊗ Manage associated administrations for open events and school activities such as collating feedback from visitors to identify opportunities for improvement, confirming open morning appointments etc.
- ⊗ Use School applications such as Invenry, Edulink, Sims, CPOMS and Google Drive and ensure that records are recorded accurately.
- ⊗ Provide adhoc clerical support e.g. photocopying, filing, emailing etc.
- ⊗ Liaise with key Stage Coordinators, Senior Leaders and HoY to ensure Student needs are being met
- ⊗ Maintain manual/computerised records as required
- ⊗ Attend and participate in relevant support staff meetings to keep up to date with school operations
- ⊗ Participate in training and other learning activities and performance development as required.
- ⊗ Contribute as an effective and collaborative member of the support staff team, including providing cover for colleagues.
- ⊗ Take responsibility for your own Health and Safety, as well as that of colleagues and students.
- ⊗ Contribute to the overall ethos/work/aims of the school.
- ⊗ To carry out other administrative duties that may be reasonably required by your Line Manager / the School Business Manager / Headteacher.
- ⊗ Comply with GDPR and data protection when handling and providing information.
- ⊗ Work with relevant departments to ensure that contractor details are kept up to date and their safeguarding checks are valid
- ⊗ Uphold and reinforce school policies and procedures in a professional and respectful manner.
- ⊗ Record any safeguarding concerns on CPOMS or to Safeguarding Leads