

Role Pack

Volunteer Receptionist

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Principal Mark Malcolm

Dear Applicant,

Thank you for your interest in the role of **Volunteer Receptionist** at The City Academy, Hackney.

The volunteering role you are applying for is a vital front-facing role supporting students, parents and staff. I can promise you that this will be one of the most rewarding places to work. In return for your skill and dedication we will provide mentoring and support in your development.

If you feel that you can make a positive contribution to our academy, please apply online via our website, [www.thecityacademy.org](http://www.thecityacademy.org). I look forward to reading your application.

Should you have any queries, please do not hesitate to contact me.

Yours faithfully,

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**Andy Cottrell**

**Vice Principal - Resources**



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| **Role description** |
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| **Post:** | Volunteer Receptionist |
| **Hours** | 3pm to 5.30pm: 2 or more days per week during term time |
| **Responsible to:** | Student Services Manager |
| **Responsible for:** | Student Services |

**Role summary**

To provide a professional welcoming, efficient and courteous reception service to the Academy.

**Role tasks and activities**

Main responsibilities of the role are

* To support the Receptionist in the smooth running of the Academy’s reception area.
* To greet and welcome visitors, provide a visitor’s badge and highlight visitor procedures.
* Operate the Academy’s main telephone system, including taking and delivering messages, transferring calls (as appropriate) and contacting parents or other agencies as directed.
* Using electronic entry system for Academy gates enabling access for parents, students and visitors to the Academy premises in compliance with our safeguarding procedures.
* Keep up to date log of visitors, telephone calls and relevant Academy business.
* Support the Student Services Manager and Receptionist with the provision of administrative tasks.
* Assist in filing documentation
* Booking meeting rooms for staff
* Dealing with emergencies, as appropriate, deciding on the best course of action and if medical intervention is required referring the matter to senior managers or nominated first aider.

**Maintenance of Pupil and Staff information**

* To maintain a high degree of confidentiality with regards to pupil issues

**Key Organisational Objectives**

The role-holder will contribute to the Academy’s objectives in service delivery by:

* Following Health and Safety requirements and initiatives as directed
* Ensuring compliance with Data Protection legislation
* The Academy is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment.
* At all times operating within the school’s Equalities policies.
* Commitment and contribution to improving standards for pupils as appropriate
* Adopting Customer Care and Quality initiatives
* Contributing to the maintenance of a caring and stimulating environment for young people
* At all times the role-holder must adhere to professional business standards of dress, courtesy and efficiency in line with the ethos and specialism of the Academy

**Special Conditions of Service**

Because of the nature of the role, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointment interview.

Because this role allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application prior to taking up the role, they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.

**Equal Opportunities**

The role-holder will be expected to carry out all duties in the context of and in compliance with the Academy’s Equal Opportunities Policies.

Date of issue: ………………………………

Signature of Role-holder: ………………………………

Signature of Principal: ………………………………

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| **Person specification** |
|  |
|  | **Essential** | **Desirable** |
| **Experience** |  |  |
| Experience of working in customer focussed environment |  | **✓** |
| General office experience, including answering phones, providing a reception service and dealing with a range of administrative tasks at the same time | **✓** |  |
| Experience of using Microsoft Office Suite | **✓** |  |
| Experience of using Email/Internet | **✓** |  |
| Experience of using Microsoft Outlook | **✓** |  |
| Experience of using SIMS or similar database |  | **✓** |
| **Skills** |  |  |
| **Personal** |  |  |
| Well organised | **✓** |  |
| Well presented | **✓** |  |
| Excellent communication skills and organisational skills | **✓** |  |
| Ability to work hard under pressure while maintaining a positive, professional attitude | **✓** |  |
| Ability to work as part of a team | **✓** |  |
| Ability to organise and prioritise workload and work on own initiative  | **✓** |  |
| Ability to take accurate messages, follow up where necessary | **✓** |  |
| Ability to communicate effectively with staff, students, parents and agencies/statutory bodies etc. and maintain good working relationships | **✓** |  |
| Ability to accurately input information on a database | **✓** |  |
| Flexible and willing to contribute to the success of the team | **✓** |  |
| **Administrative** |  |  |
| Experience of using, setting up, maintaining and developing administrative systems | **✓** |  |
| Attention to detail in communication and planning | **✓** |  |
| Being the first point of contact for directing calls/giving relevant information effectively | **✓** |  |
| **Relations** |  |  |
| Have excellent interpersonal skills and be able to communicate effectively | **✓** |  |
| Ability to develop good relations with staff and pupils and the wider school community | **✓** |  |
| **IT Skills** |  |  |
| Word processing and typing skills | **✓** |  |

**The City Academy, Hackney**

**Volunteer Receptionist**

**Part-Time: 3pm to 5.30pm – 2 or more days per week**

**Term time only**

The City Academy, Hackney is a leading Academy in Hackney providing education to over 1,100 students. We pride ourselves on delivering exceptional education and a supportive environment in which students can flourish.

We are now seeking volunteers in the role of Volunteer Receptionist to support our Student Services team in managing a busy reception area. Supported by a staff receptionist you will handle telephone calls, greet and welcome visitors and undertake supporting admin and records. This is a vital role for the Academy, and you will gain valuable experience in reception and administration tasks.

We will provide training and support for the role-holder, and are able to reimburse reasonable travel expenses.

The City Academy, Hackney is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. An enhanced DBS check is required for all successful applicants.

The City Academy, Hackney is committed to Equal Opportunities and welcomes applications from all sections of the community.

For details about the role and how to apply please visit [www.thecityacademy.org](http://www.thecityacademy.org).

**Applications are invited on an open basis**