



## Receptionist Job Description

|                                                                             |                                                                           |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <b>Post:</b>                                                                | Receptionist                                                              |
| <b>Fixed Term or Permanent:</b>                                             | Fixed-term until 31/08/2027                                               |
| <b>Responsible to:</b>                                                      | Office Manager                                                            |
| <b>Grade &amp; Range:</b>                                                   | NJC Grade 4 (Points 4-6)                                                  |
| <b>Weekly Hours:</b>                                                        | 37 hours per week                                                         |
| <b>Days &amp; Hours of Work:</b>                                            | Monday to Friday from 08:00 to 16:00 with a 36 minutes unpaid lunch break |
| <b>Working Weeks:</b>                                                       | 38 (Term-time only)                                                       |
| <b>Pro Rata Annual Leave, including public holidays and statutory days:</b> | 6.09                                                                      |
| <b>Paid Weeks:</b>                                                          | 44.09                                                                     |
| <b>FTE Salary Range:</b>                                                    | 25,185 – 25,989 (Pay award pending)                                       |
| <b>Actual Salary Range:</b>                                                 | 21,296 - 21,976 (Pay award pending)                                       |
| <b>Start Date:</b>                                                          | ASAP                                                                      |

### Purpose of role:

To act as the initial point of contact for incoming phone calls, visitors, parents and pupils with a professional approach to build positive ongoing relationships.  
To be responsible for providing a flexible, productive and responsive administrative service to the team thereby contributing towards the smooth running of the school.

### Key tasks and responsibilities

#### School Reception

- Welcome and sign-in/out all visitors following safeguarding practices, issuing appropriate visitor badges.
- Ensure late arriving and early departure pupils are signed-in/out correctly via register system Inventory and communicate lack of or incorrect sign-in/out details to the Attendance team
- Support the team with the correct sign-in/out of pupils via paper registers during school activities and exams, as required
- Mark pupils absences and appointments on SIMS when informed by parents/carers, collaborating with the Attendance team
- Ensure that the release of pupils before the end of school day only occurs following confirmation obtained by parents/carers, the Attendance team, or due to previously reported appointments.





- Answer, screen, and forward incoming phone calls/queries from parents/carers and stakeholder, take messages and respond to general email or in-person inquiries.
- Resolve queries and questions, liaising with relevant members of the school team for assistance as appropriate
- Operate electronic gates
- Ensure that school reception is well presented and liaise promptly with the Site team for the removal of deliveries and resolution of issues
- Organise taxis for pupils as requested by the Office Manager, the Pastoral and SLT teams
- Schedule meetings between external agents, parents/carers, teachers and pupils and book meeting rooms, in collaboration with the teachers and Pastoral team or as required by the Office Manager
- Delegate for the Office Administrator in the printing and preparation of visitors and staff registers in event of fire drills and evacuations
- Dealing with ad-hoc queries

#### **Administration**

- Update manual and computerised record/information systems
- Receive and organise various forms returned to the office, ensuring accurate transfer of data from forms to electronic systems; perform follow-up calls to parents/carers to acquire missing information
- Prepare significant amount of data for the production of letters
- Receive incoming goods/post and forward these to appropriate team members at school; prepare, frank and post outgoing letters and arrange for the collection of packages
- Carry out filing, printing and photocopying of paperwork
- Provide administrative support and perform calls for the On Call, Pastoral, and SLT staff as needed
- Maintain stocks of school postcards, booklets, and information material for pupils and visitors

#### **General Duties:**

Individual roles and responsibilities are assigned below; however, the academy exists as an entity and to ensure effectiveness it will be crucial to understand that all areas of work and responsibility are interrelated and interdependent. Members of the school leadership will have an overarching duty to work closely with other leaders and not be independent of them.

- To ensure that GDPR principles are applied in all areas of work.
- To work flexibly as part of the team to meet any emergencies that may arise
- Promote the safeguarding of all pupils in the school.
- All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.





- We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- All our colleagues are expected to demonstrate a commitment to Bay Learning Trust values.

It is the Academy's intention that this job description is seen as a guide to the major areas and duties for which the Teacher of Science is accountable. However, this may change and the post holder's obligations will vary and develop. The post holder is required to perform other reasonable duties which are assigned from time to time. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.





## Person Specification

|                                       | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Desirable                                                                                                                                                                |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>                 | <ul style="list-style-type: none"> <li>• Level 2 (grade C or above or equivalent) qualification in English/Literacy and Mathematics/Numeracy</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• NVQ level 2 or above qualification in business administration or customer service (or equivalent)</li> </ul>                    |
| <b>Experience</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Previous experience in a school environment</li> <li>• Knowledge of SIMS</li> <li>• Previous Receptionist Experience</li> </ul> |
| <b>Knowledge / Skills / Abilities</b> | <ul style="list-style-type: none"> <li>• Good telephone manner</li> <li>• Administrative skills</li> <li>• Ability to work as part of a team</li> <li>• Ability to work independently and with initiative</li> <li>• Excellent written and verbal communication skills</li> <li>• Flexible attitude to work</li> <li>• Ability to work in an organised and methodical way</li> <li>• Numeracy &amp; literacy skills</li> <li>• Attention to detail, working with high levels of accuracy</li> <li>• Intermediate Excel and Word processing skills</li> <li>• The ability to interpret and communicate school policies to relevant parties</li> <li>• Honesty &amp; Integrity</li> </ul> |                                                                                                                                                                          |
| <b>Personal Qualities</b>             | <ul style="list-style-type: none"> <li>• Commitment to undertake in-service development</li> <li>• Commitment to safeguarding and protecting the welfare of children and young people</li> <li>• Commitment to health and safety</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |

### **Safeguarding:**

The Bay Learning Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check.

