

# INVICTUS

Education Trust

## JOB DESCRIPTION

**JOB TITLE:** RECEPTIONIST

**DEPARTMENT:** ADMINISTRATION

**SALARY RANGE:** GRADE 3

**REPORTING TO:** DIRECTOR OF ALTERNATIVE PROVISION

**Main purpose:**

To act as Receptionist and administrative support to the school.  
To provide daily support for visitors, staff, students and stakeholders.  
The key responsibilities outlined in this job description may vary from school to school dependent on the needs of the school as directed by the Director.

**MAIN DUTIES:**

**General Duties**

Be the first point of contact/front line in receiving visitors, staff and students to the centre.  
Welcome and receive visitors, signing in and dealing with directing staff, students, parents, governors and visitors as appropriate  
Be responsible for access control to site, open/lock and monitor reception doors.  
Managing the centre's entry system and visitor logs  
Sign students in and out of provision  
Where applicable check visitors/contractors DBS compliance  
Co-ordinate the centre's on call system, ensuring staff are informed of issues and are directed to the relevant room/area.  
Collect student lunch orders and forward to the catering department.  
Take minutes as required at local meetings.  
Operating the centre's main telephone, transferring calls or taking and delivering messages as appropriate

	<p>Managing the centre’s main email inbox, replying, forwarding messages and making appointments for staff as appropriate</p> <p>Managing the centre’s notice board at school site or on school systems – adding and removing content as appropriate</p> <p>Updating the school calendar, adding and removing content as appropriate</p> <p>Updating the school website, adding and removing content as appropriate</p> <p>Receiving and sorting incoming mail for delivery to appropriate staff. Distribute internal mail accordingly. Recording, stamping/franking and posting outgoing mail</p> <p>Sign for parcels/deliveries and advise staff to collect</p> <p>Assisting with the administration of Free School Meals</p> <p>Assisting with the maintenance of the student database ensuring student records are updated as and when required.</p> <p>Assisting in the maintenance of the filing and archiving systems</p> <p>General clerical and administrative tasks such as photocopying, sending correspondence, printing, faxing, laminating etc.</p> <p>Reporting premises faults, damages, incidents and other occurrences to the school Site Manager/Site team</p> <p>Reporting equipment faults e.g. printer and photocopier, laminator, water cooler, noticeboard screens, telephone and fax system etc. and other equipment to senior staff</p> <p>Assist with the management of student absence, ensuring all messages of student absence are forwarded to the AP learning manager as appropriate.</p> <p>Assist with the management of staff absence, ensuring all messages relating to staff absence are forwarded to the relevant member of staff.</p> <p>Ensure visitor and staff registers are taken out in the event of an evacuation</p> <p>Manage lost property</p> <p>Manage the booking system for internal use during school hours</p> <p>Act as a first aider. Deal with first aid issues as and when needed. Complete accident forms where appropriate.</p> <p>If applicable – keep medicine safe and maintain record of student’s medicine on school site. Ensure consent is given before issuing students medication.</p> <p>Any reasonable task as directed by the Headteacher. Any task which is appropriate to the post level in order to maintain/enhance organisational effectiveness which may include redeployment to other departments – to include cover for absent colleagues and/or relocation to areas of need</p>
<p><b>Other professional requirements:</b></p>	<p>Establish and maintain regular communication in the Trust</p> <p>Communicate with parents/carers and outside agencies where appropriate</p> <p>Attend professional meetings as required</p>

	<p>Actively engage in the Trust's appraisal process</p> <p>Take part in the Trust's staff development programme</p> <p>Attend and contribute to meetings</p> <p>Work as a part of a team and positively contribute to effective working relationships</p> <p>Take part in Trust events as directed by the CEO</p>
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### **Other Specific Duties**

- Play a full part in the life of the Trust community, to support its vision, mission and values
- Be an ambassador of the Invictus ethos and to encourage and ensure staff and students follow this example
- Be courteous to colleagues and be welcoming to visitors
- Comply with the Trust's Health and Safety Policy and undertake risk assessments as appropriate

Whilst every effort has been made to outline the main duties and responsibilities of the post, each individual task may not be identified. Employees will be expected to carry out any reasonable request to undertake work of a similar level that is not specified in this job description. This job description is current at the date shown but following consultation may be changed to reflect or anticipate changes in the job which are commensurate with the job title and salary

### **Support for the Trust**

- To take a full part in promoting the good name of the Trust and contributing positively to the overall ethos/work/aims of the Trust
- Be aware of and comply with policies and procedures relating to child protection, health and safety, security confidentiality and data protection
- Comply with the Trust's dress code
- Attend and participate in meetings as required
- Participate in training, other learning activities and appraisal as required
- Recognise own strengths and areas of expertise and use those to advise and support others
- It is the responsibility of all adults employed by Invictus Education Trust to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned or contracted to work with children or young people.

### **Safeguarding Requirements**

We are deeply committed to safeguarding and promoting the welfare of Children and expect all Staff and Volunteers to share this commitment. All necessary Safeguarding checks will be undertaken which must have satisfactory outcomes, otherwise the conditional job offer may be withdrawn. Details of the checks that will be undertake can be found at: [Keeping Children Safe in Education, 2023](#)

This role has been assessed as working in regulated activity and is subject to an Enhanced DBS plus Children's Barred List Check.

**It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children.**

This post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). This means that certain convictions and cautions are considered 'protected' and do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice

website:

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>.

Positions at the school are exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to a post will be conditional upon the receipt of a satisfactory response to a check of police records via the Disclosure and Barring Service (DBS). DBS Filtering guidance can be found on the GOV.UK website.

<https://www.gov.uk/government/publications/dbs-filtering-guidance/dbs-filtering-guide>

## Person Specification

Criteria	Essential	Desirable
Qualifications	<p>NVQ 2/3 Business and Administration or equivalent qualification in a relevant discipline</p> <p>Excellent numeracy and literacy skills</p>	
Experience	<p>Very high standard of Microsoft Office including Word, Excel, Publisher</p> <p>Ability to maintain high standards of accuracy and have a calm methodical approach to work, delivering a high-quality service whilst under pressure.</p>	
Skills and knowledge	<p>Ability to communicate effectively and confidently both verbally and in writing</p> <p>Demonstrate a ‘can do’ attitude and is adaptable to change with a positive, decisive and enthusiastic attitude</p> <p>Committed to the provision and improvement of quality service provision</p> <p>Takes quick and effective action to meet the demanding workloads and commitments</p> <p>Ability to relate well to vulnerable children and adults, able to form and maintain appropriate relationships and personal boundaries with children and young people</p> <p>To keep calm and maintain an air of authority</p>	
Personal qualities	<p>Understanding and respectful for confidentiality in relation to all issues connected with this role</p> <p>Good organisation skills. Ability to deal with large volumes of data, prioritise workload and meet strict deadlines.</p> <p>Ability to interpret advice/statute and to devise policy/practice in the light of these.</p> <p>To be reliable, punctual and have excellent attendance</p> <p>To have a polite, friendly, professional, respectful and flexible approach to work and to be customer focused</p> <p>To be open and honest, to follow instructions and to take responsibility and accountability for own actions</p> <p>Committed to the needs of the students, parents and other stakeholders and challenge barriers/blocks to provide an effective service</p>	

This job description/person specification may be amended at any time in consultation with the postholder.

Chief Executive Officer's signature: \_\_\_\_\_

Date:

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Postholder's signature:

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Date:

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