



**Post Title:** School Receptionist  
**Location:** Nishkam School West London  
**Reporting to:** Office Lead  
**Hours:** Full time  
**Contract:** 43 Weeks – Permanent

## JOB DESCRIPTION

### Organisation

- Answer phone calls and manage telephone message system in a pleasant, informed manner for the purpose of providing information and representing the school.
- Assist with pupil first aid and welfare.
- Assist with arrangements for school trips and events.
- Manage the signing in process for visitors and visitors passes.
- Respond to enquiries from staff, parents and pupils and forward requests for information and messages to the appropriate individuals.
- Oversee lost property arrangements.
- Comply with NST Policies reporting any concerns to the appropriate person.
- Participate in training and other learning activities and performance development as required.
- To undertake such other duties which may reasonably be regarded as within the nature of the duties/responsibilities/grade of the post.

### Administration

- Provide general clerical support including word processing, and other IT based tasks requiring knowledge of various ICT packages.
- Assist with the mailing and distribution of various documents and communication.
- Maintain the school's pupil registration system on SIMS.
- Assist with monitoring pupil attendance, liaising with the Attendance administrator as required.
- Assist with chasing payments for trips, extended care and clubs on ParentPay.
- Support Finance administrator with stock checks and deliveries.
- Support teams in preparation with open events/tours/parents' evenings .
- Assist with photocopying, printing, laminating, binding shredding and scanning of documents, booklets, tickets, programmes as/when required.
- Maintain confidentiality of all school information at all times adhering to GDPR legislation
- Maintain a welcoming environment and arrange hospitality for visitors ensuring reception area is maintained to ensure the safety for all visitors, staff and pupils
- Contribute to the safeguarding and promotion of the welfare and personal care of the children and young people with regard to the Keeping Children Safe in Education agenda and Area Child Protection Procedures and ensuring that confidentiality is adhered to at all times

## PERSON SPECIFICATION

<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"><li>• Previous work in a school or office environment would be essential.</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• communicate effectively and efficiently</li><li>• pleasant manner in dealing with staff, visitors, parents and pupils</li><li>• able to work under pressure and meet deadlines</li><li>• ability to work as part of a team</li><li>• be self-motivated</li></ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"><li>• prepare, read and comprehend a variety of job related forms, reports, letters, spread-sheets, maps, plans, records, documentation and correspondence as required by the post</li><li>• respond appropriately to enquiries from visitors, staff, parents or pupils</li><li>• deal with complaints adequately and refer to relevant colleagues when necessary</li><li>• Show initiative in protecting the best interests of the school</li><li>• Extensive knowledge of SIMS database</li><li>• Awareness of school related administration</li></ul>
<b>IT Skills</b>	<ul style="list-style-type: none"><li>• Word, Excel and PowerPoint</li><li>• operate/use a variety of automated office machines and other office equipment</li><li>• operate/use a variety of printing/graphic arts machines</li><li>• operate/use a variety of audio-visual/electronic machines and devices</li><li>• operate/use a variety of job specific machines/equipment</li><li>• Experience of school text messaging and cashless systems</li></ul>