



DURHAM CATHEDRAL SCHOOLS FOUNDATION

Receptionist

Location: Durham School

- Hours: 40 hours per week during term time 8:00am to 4:30pm daily, with half an hour for lunch. During the holiday period – 32.5 hours per week hours 8:30am to 3:30pm.
- The post is full time, full year.
- Holidays will not be permitted during term time.

Salary: The salary for the post will be point X22 £20,398 FTE on the support staff scale. Incremental rises on the scale will be available annually, subject to satisfactory performance appraisal.

Pension The School provides a workplace pension, this is a money purchase scheme, where members contribute a minimum of 3% of eligible salary and the School 5%.

Annual leave 25 days paid holiday (increasing annually to 30 days after 5 years' service) + 8 public holidays

Line Management: Principal's PA

Main Responsibility: School Receptionist providing a friendly, professional and efficient service at all times.

Specific Tasks:

- 1 Dealing with visitors, pupils and parents, face to face, by telephone and email in a friendly and professional manner.
- 2 Ensure Durham Cathedral Schools Foundation's Safeguarding policies and procedures are followed when greeting and signing visitors into school.
- 3 Maintain accurate records, collate and share data with relevant parties.
- 4 Operate a switchboard and communicate messages quickly and efficiently, demonstrating initiative.

- 5 To support general communications across school in relation to distributing emails received/enquiries and distributing mail.
- 6 To undertake administrative duties associated with the role such as photocopying, post and filing.
- 7 To maintain central pupil filing.
- 8 To coordinate internal room bookings.
- 9 To support staff with the management of the Schools' Mobile Phone Policy.
- 10 To provide support to staff covering Reception and to provide appropriate information to enable them to deal with visitors, pupils and parents in a similar manner.
- 11 To undertake any other duties commensurate with the post as required by the Bursar or Head.

DCSF is committed to promoting the safeguarding of children and expects all employees to share this commitment. any job will be made subject to satisfactory checks, including an enhanced DBS disclosure. DCSF is an equal opportunities employer and welcomes applications regardless of age, gender, race, religion, disability, or sexual orientation

Completed applications should be returned to the HR office by email to HR@dcsf.org.uk

SCHOOL RECEPTIONIST - PERSON SPECIFICATION

Category	Essential Job Requirements	Desirable Job Requirements	Method of Testing
Job Related Skills and Knowledge:	<ul style="list-style-type: none"> • Able to deliver high levels of customer care. • Strong communication and interpersonal skills • Able to learn and operate relevant systems both manual and computerised. • Working knowledge of Microsoft Office. • Able to multi-task whilst remaining calm and professional even in a pressurised customer service environment. • Make a positive contribution to teams. • Ability to make decisions in line with current policies and information • High standard of accuracy and presentation 	<ul style="list-style-type: none"> • Knowledge of Durham School • Good working knowledge of school-based management information systems (eg SIMs) 	Application form / Interview
Experience	<ul style="list-style-type: none"> • Experience of working in a busy customer-based service role • Experience of working within a team and independently 	<ul style="list-style-type: none"> • Experience of working within the education sector 	Application form / Interview
Education / Qualifications:	<ul style="list-style-type: none"> • Minimum of Maths and English at grade C or above or equivalent • NVQ Level 2 in Business Administration or equivalent 		Application form

Other Requirements:	<ul style="list-style-type: none">• Friendly and approachable.• Reliable and consistent.• Helpful and positive attitude.• Physical appearance is respectable and professional• Able to meet the needs of a diverse community.• Positive about change• Flexible attitude to working practices and demands• Responsible and trustworthy even when working unsupervised• Proactive approach to continuous personal development		Past Work History / Interview
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