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| <b>Post Title:</b>              | <b>Receptionist – Part-time</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Department:</b>              | Associate Staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Salary:</b>                  | <b>BEX4.1 – BEX4.4</b><br><b>£24,613.48 -£24,964.40 pa pro rata</b><br><br><b>36hrs per week, 39 weeks per year</b><br><b>9am-5pm</b>                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Responsible to:</b>          | <b>Examinations Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Functional links with:</b>   | All Staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Main Purpose of the role</b> | The School Receptionist will support the Examinations Manager to successfully implement the school's administration and reception. The post holder will also be expected to undertake a range of established duties as well as assisting with other tasks as and when they arise. In all tasks use of initiative, problem solving skills, as well as tact and discretion are required. They will also be required to demonstrate flexibility by responding promptly and positively to regular interruptions to work flow. |

Townley Grammar School is one of the country's leading grammar schools, committed to developing academic excellence within an ethos of strong pastoral care and a vibrant co-curriculum. By choosing to embark on a career at Townley Grammar School you are opening your professional self to an array of opportunities. We pride ourselves on providing staff with opportunities through a multitude of national & international partnerships, all whilst teaching in a supportive and positive school environment.

Working at Townley is a rewarding and enriching experience. Our large team of often very long-standing expert and specialist staff is welcoming and friendly. Individual opportunities for personal and professional development are actively encouraged and broader opportunities are provided to the whole staff body at regular intervals through the year

Our holistic approach to education nurtures every student, enabling them to develop their potential while making friendships and enjoying life to the full. We believe that learning together in a supportive environment provides the best framework for students to excel at school, to discover new ideas, skills and enthusiasms and to prepare for university and the boundless opportunities in the world of work and life in general.

### **Main Responsibilities:**

#### **Reception**

- To receive and welcome visitors, parents, guests, etc. into the school
- To implement and monitor the visitors' security badge system
- To implement and monitor the Signing In and Out books
- To ensure that safeguarding policies are implemented with regards to all visitors to the school, all teaching and non-teaching staff and to students
- To use the student database on Arbor

- To liaise with members of the teaching and support staff as well as students, parents, outside agencies and members of the general public
- To manage and redirect the daily incoming post
- To distribute items of communication – bearing in mind any items of confidentiality
- To receive and sign for deliveries in the absence of the caretaking staff
- To oversee and record the collection of examination certificates by students
- To manage internal telephone calls to Reception
- To give support to the General Office administration and Student Support Services team
- To act as liaison between the school and the wider community
- To undertake training in order to carry out tasks efficiently
- To be a first point of contact for giving relevant information effectively

#### **Support for the School:**

- Follow the School's Health and Safety procedures taking all reasonable steps to ensure the safety of students, themselves and colleagues
- Provide cover for colleagues as appropriate
- Observe confidentiality at all times
- Attend relevant meetings; the agreed inset days, inset training sessions and professional development meetings in order to be an active member of the school team
- Carry out other requests which may be made by the Headteacher, Senior Leadership Team, Senior Leaders

Undertake any other reasonable requests related to the role and exams office.

#### **Personal Experience**

- Driven 'people person', who will show initiative and possess strong interpersonal skill.
- Work as part of a team.
- Demonstrate initiative and be a self-starter who can manage their own workload.

#### **Desirable**

- Excellent IT skills
- Ability to be a good team player with a good understanding of how teamwork contributes to harmonious school purposeful school.
- Excellent verbal and written communication skills.
- Ability to work under pressure, priorities tasks and manage time effectively in order to meet performance.

#### **General**

This job description is intended to provide guidance on the range of duties associated with the post. It is not a comprehensive list of tasks but sets out the main expectations of the school. It will also be necessary for the post holder to undertake additional duties as required by the Headteacher.

#### **Our commitment to safeguarding**

#### **Statutory Duties**

Our school is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Our recruitment process follows the keeping children safe in education guidance

We expect all staff, volunteers and trustees to be responsible for promoting and safeguarding the welfare of children and young people in line with the School's Safeguarding Procedure.

### **Confidentiality and Data Protection**

A strict code of confidentiality must be adhered to at all times.

The successful applicant will be required to have an up-to-date knowledge of the Data Protection Act and ensure that data protection laws are adhered to.

### **Health and Safety**

The post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also co-operate with the school on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety and welfare.

### **Equal Opportunities**

The post holder has a responsibility to understand and abide by the obligations laid down in the School's Equal Opportunities Policy and Dignity at Work Policy.

All staff are expected to maintain high standards of customer care in the context of Townley Grammar School Core Values and to participate in training activities.

Townley Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed regularly and it may be subject to modification at any time after consultation with the post holder.

**SIGNED**

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**PRINT NAME**

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**DATED**

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