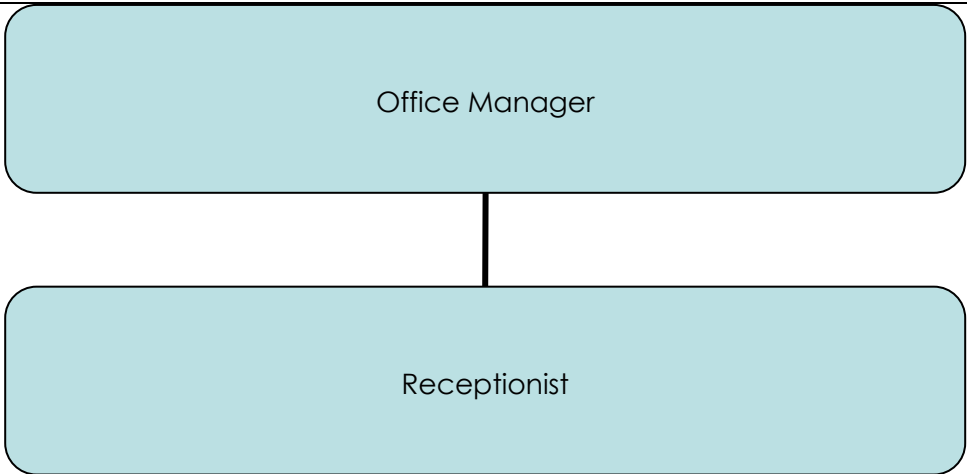




Ralph Allen School Role Description

Role title	Receptionist
Line managed by (proposed new structure)	Office Manager
Date	October 2022
1. Role purpose	<p>To be the Receptionist in this very busy school front of house area.</p> <p>To offer professional customer service, as you will be first point of contact for visitors and phone enquiries.</p> <p>To update the website and internal information system.</p> <p>To carry out varied administration work and share the administration workload of the Leadership Support team.</p>
2. Principal accountabilities	<p>General Duties and Responsibilities of the Post holder:</p> <ul style="list-style-type: none"> Professional front of house services. To update the website and upload documents and photographs. To upload, maintain and update information to the internal computerised information system. To carry out general administration such as word-processing, filing, use of fax, photocopier, etc. To input data to the SIMS system as required. To retrieve information and produce reports as necessary. To be a member of the communications team. To cover for other administrative colleagues as and when necessary. To take responsibility for the post in and out of the school. <p>Specific Duties and Responsibilities</p> <ul style="list-style-type: none"> Courteous reception of visitors. Handling of enquiries at the school reception in a professional manner. Efficient handling of telephone calls and operation of the school switchboard, including internal calls and liaison, and the prompt and accurate passing on of all messages to staff and students. Keeping phone list updated and circulated. General administration duties as required, e.g. word-processing, use of Word, mail merge, Excel, Publisher, PowerPoint; preparing materials for assemblies and events. Use and distribution of emails, e.g. Enquiries and Reception email accounts. Operation of fax, photocopier and filing system. Data input and retrieval of information into school SIMS and other school systems. Sending electronic messages to students, parents and staff. Stationery orders. Distribution of incoming mail; notifying premises/staff of arrival of

	<p>parcels.</p> <ul style="list-style-type: none"> • Management of post: monitoring postage and liaising with the Finance Office well in advance when stocks need replacing. Preparing post for sending out. Maintaining the franking machine, e.g. keeping it topped up with money. • Daily contact with students; including engaging with the student helper assigning administrative tasks or instructing the student helper to deliver messages around the site. • Assisting students regarding lunch cards, using phone after hours etc. and sending to Student Services or other members of staff as relevant. • To participate in school duties as required. • Self-evaluation of all the above will be carried out as a continual process. • The post holder will carry out any other duties that might be considered to be commensurate with the level of the post.
3. Person specification	<p>Essential:</p> <ul style="list-style-type: none"> • Educated to 3 GCSEs or equivalent. • High level of computer skills. • Evidence of previous successful administration experience, including reception work. • Experience of working with Windows Word, Excel and Outlook applications. • Ability to work under pressure in a busy environment. • Ability to react calmly and confidently to all reception and telephone enquiries. • Ability to respond in a friendly and professional manner to all members of the community. • Ability to communicate information to students assertively and with authority. • Ability to communicate clearly and work as part of a professional and dedicated team. • Ability to work with speed and accuracy under pressure. • A proactive, flexible and enthusiastic approach to all aspects of school life. • Flexibility in line with the school needs. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience operating a small switchboard. • Familiarity with Windows PowerPoint and Publisher programs. • Experience of working in a school environment.
4. Dimensions (in quantitative terms, the key areas on which the job has an impact)	<p>STUDENTS All students in the school</p> <p>STAFF All teaching staff and support staff in the school Other agencies outside the school</p>

5. Organisation chart (proposed new structure)	 <pre> graph TD OM[Office Manager] --- R[Receptionist] </pre>
6. Additional information	<ul style="list-style-type: none"> • This job description only contains the main accountabilities relating to this post and does not describe in detail all duties required to carry them out. • The postholder will at times have access to information of a confidential nature and it is essential that the successful applicant is aware of the need for discretion. • The postholder will at all times carry out his/her duties and responsibilities with due regard to the Governors' support of and commitment to Equal Opportunities Policies. • The postholder will be expected to undertake any appropriate training provided by the authority and/or school to assist them in carrying out any of the above duties. • The postholder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to • This authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS Certificate is required for this post prior to commencement.