

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b><u>Job Title:</u></b> Receptionist	<b><u>Grade:</u></b> B (point 3)
<b><u>Job Family:</u></b> Organisational Support	
<p><b><u>Overall Purpose of Job:</u></b></p> <p>As the receptionist, you will be the first point of contact with the academy/school for all parents/carers and visitors, both by telephone and in person, and need to ensure information flows are accurate and effective. You will deal with incoming and outgoing post as well as assisting with other general office duties as required.</p>	
<p><b><u>Main Responsibilities</u></b></p> <ol style="list-style-type: none"> <li>1. You will provide a welcoming environment for parents/carers, visitors and pupils to the academy and assist them in locating other staff or areas of the building</li> <li>2. You will maintain an accurate signing in record and issue security badges for all visitors to the academy</li> <li>3. You will provide information to visitors either verbally or paper based</li> <li>4. You will operate the academy's telephone system in a manner which is at all times, welcoming, efficient, effective and accurately informed</li> <li>5. You will keep abreast of developments within the academy to ensure accurate information is given out at all times</li> <li>6. You will ensure that letters, telephone messages, emails and faxes received at reception are forwarded to staff by the most efficient method</li> <li>7. You will operate internal communication systems efficiently and effectively</li> <li>8. You will process incoming and outgoing mail, liaising with Royal Mail, or other mail distributors, to ensure continuity of service</li> <li>9. You will organise the freighting of parcels/packages and complete appropriate documentation</li> <li>10. You will ensure postal supplies are maintained and ordered as necessary</li> <li>11. You will ensure the franking machine is in credit at all times</li> <li>12. You will monitor levels of stationary supplies and order stock as required</li> <li>13. You will check the accuracy of supplies when it is delivered</li> <li>14. You will maintain a database of enquirers and send out information about the academy</li> <li>15. You will undertake word processing, photocopying, fax and filing duties as requested by the Office Manager</li> <li>16. You will ensure that the photocopier and fax are maintained, ready for use e.g., loaded with paper on a regular basis</li> <li>17. You will report photocopier and fax machine faults and monitoring progress to ensure that they are back in working order as quickly as possible</li> <li>18. You will update and issue the internal telephone list as required</li> <li>19. You will keep the pigeonhole system up to date, inserting new ones for new staff and clearing down leavers</li> <li>20. You will organise and maintain the working area of reception</li> <li>21. You will be responsible for ensuring the foyer is welcoming, organised and up to date with current brochures and notices</li> <li>22. You will assist with arrangements for transportation of pupils to and from the academy</li> <li>23. You will assist with student first aid and welfare duties</li> <li>24. You will work flexibly, including contributing to the academy's projects of a general nature and providing cover for other office staff as needed</li> </ol>	

## **General**

25. You will be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person without delay.
26. You will participate in training and other learning activities and performance development as required.
27. You will ensure you carry out your role in a way that demands high standards whilst supporting inclusion and welcoming diverse thinking.
28. You will ensure strict confidentiality in all areas of work.
29. You will work and process personal and sensitive information in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR).
30. You will ensure work is conducted in a way that protects the safety and security of information (e.g., strong passwords, reporting breaches, securing paper records, securely disposing of records).
31. You will understand and comply with the statutory guidance regarding safeguarding of children, always ensuring the safeguarding and promotion of children's welfare, reporting any concerns to the Designated Safeguarding Officer at once.
32. You will always comply with the Trust's policies and procedures.
33. You will undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

## **Knowledge, Skills and Experience**

### **Essential**

- A good standard of written and oral language skills (A/I/R)
- Relevant work experience or vocational training with regard to reception/office work (A/I/R)
- Knowledge of a range of standard computer packages e.g., Microsoft Office, Outlook email (C/A/I/R)
- Ability to relate well to children and adults (A/I/R)
- Ability to work constructively as part of a team (A/I/R)
- Able to work with a good level of accuracy (A/I/R)
- Able to work to deadlines (A/I/R)

### **Desirable**

- Experience of working in an office within a school or educational setting (A/I)
- Familiarity with relevant school procedures, policies and guidelines (A/I/R)
- Emergency First Aid or First aid at work qualification (C)

Key: C – Certificate; A – Application Form; I – Interview; R - Reference

## **Behaviours**

- Proactive
- Organised
- Team Player
- Flexible
- Clear communicator
- Reliable
- Trustworthy
- Attention to detail
- Friendly

**Contacts and Relationships:**

**Managers** - in regular contact with Principal/Head of Academy, senior leaders and teachers in the academy.

**Support Staff** – in regular contact with support staff who are involved in administration, cleaning, catering and site supervision

**Trust Staff** – in regular contact with the Trust staff including the wider Education team (e.g., Directors of Learning, Subject Directors, Executive Leaders) and other Core Team members

**External** – in contact with parents/carers, visitors, contractors, suppliers, exam boards and external agencies as required

**Note:**

This job description is provided for guidance only and does not form part of the contract of employment.

The post holder will be subject to an enhanced DBS check with barred list check.