



## Job Description

<b>Post:</b>	Receptionist
<b>Pay range:</b>	Scale 4
<b>Reporting to:</b>	Headteacher

**Ivy is a charity whose purpose is to provide education for the public benefit – this vision is based on four principles:**

- We are one family of schools
- A good education is a birth right;
- We want to make it easy to make a difference; and
- We believe local leaders know their schools best.

### **Overall purpose of the post:**

The school office is the engine room of the school. It has such an important role in ensuring the whole organisation runs smoothly and at Walker we recognise how significant the impact of a well-run office has on a school. Our front office staff set the welcome and ethos for visitors, families, staff and most importantly, our pupils. As part of their duties, they will be expected to work in conjunction with the Headteacher, Senior Leadership Team and the Trust Central Team.

### **Main duties and responsibilities:**

Under the direction of the Office Manager:

- provide a warm and friendly welcome to pupils, staff, families and visitors and respond to requests in a professional and efficient manner, guided by safeguarding procedures.
- answer the telephone in a friendly, professional, and efficient manner and record and pass on messages as appropriate.
- maintain confidentiality and discretion regarding sensitive information and to ensure that complex queries or issues are conveyed accurately to senior leaders
- ensure that the front office and lobby are maintained to the highest professional standards
- comply with the school's safeguarding and health and safety procedures by ensuring visitors and staff sign in and out and are provided with appropriate lanyards/stickers
- manage the entry.exit fob system for visitors
- accept and sign for deliveries as appropriate and liaise with others when deliveries arrive, distribute small deliveries to the appropriate person/area
- manage the school calendar and support any events as required
- distribute post, answer and/or forward emails and to whole school in a timely manner as appropriate
- undertake photocopying and other office duties as required

- monitor daily attendance, making phone calls and recording as appropriate
- Use MIS - Scholarpack, daily for school administration. Update the system regarding pupil or staff information and maintain accurate records.
- provide admin assistance to the Senior Leadership Team, as required
- undertake photocopying and other admin duties, as required
- monitor daily attendance, making calls or sending texts and recording as appropriate

**All staff will:**

- Promote equality of opportunity
- Follow safeguarding guidelines and child protection policy/procedures
- Keep their own performance under review, contributing to monitoring, evaluation and review and participate in performance management/appraisal
- Promote positive attitudes and behaviour
- Be committed to achieving the Trust values
- Promote the Trust in the community
- Work in partnership with all colleagues including the Trust Board/ LGBs
- Follow the Code of Conduct for Employees at all times
- Have regard for and act in accordance with Health and Safety policy/practice
- Celebrate success of pupils and staff

All schools and services in the Trust are committed to safeguarding and promoting the welfare of children and young people. Therefore, all workers and employees within the Trust are expected to share this commitment. The post holder shall ensure that the duties of the post are undertaken with due regard to the Trust's policies and to their personal responsibilities under the provision of the Health and Safety at Work Act 1974 and all other relevant subordinate legislation.

The job description should not be viewed as a comprehensive description of the post and is not a contract of employment, nor any part of it. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected:

- to comply with any reasonable request from those in a position of responsibility to undertake work of a similar level that is not specified in this job description.
- to work with and alongside other staff to ensure that the Trust provides the best possible outcomes for all children.
- to provide emergency back-up cover in the event of staff absence

**Notes**

This job description has been prepared only for the purpose of school organisation and may change either as a contract changes or as the organisation of Ivy is changed. The post-holder may be required to work in any of the offices/schools/ nurseries within Ivy, as directed by the CEO.

### **Education and Experience:**

- Prior experience in a receptionist role, preferably in a school or educational setting
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- Proficient in IT skills

### **Skills and Abilities:**

- Excellent organisational and time management skills
- Strong communication and interpersonal skills, with the ability to interact with a variety of stakeholders including parents, staff, and students
- Ability to handle confidential information with discretion and professionalism
- Strong problem-solving skills and the ability to work independently
- Attention to detail and accuracy in record keeping and documentation
- Knowledge of basic accounting and budget management principles

### **Personal Attributes:**

- Positive and proactive attitude
- Ability to work well under pressure and prioritise tasks effectively
- Willingness to learn and adapt to new systems and procedures
- Commitment to fostering a welcoming and inclusive work environment
- Passion for education and dedication to supporting the values of Walker Primary School

At Walker Primary School, we value diversity and encourage applicants from all backgrounds to apply for this exciting opportunity.

Person Specification	
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Essential	Desirable
Excellent word processing and IT skills	Experience of a MIS (Management Information System), particularly ScholarPack
A good standard of english and maths	A good knowledge of ICT packages, in particular Google platform
Ability to communicate effectively, with care and discretion	Experience of working in an education setting
Ability to prioritise effectively	
Ability to work accurately and methodically, with flexibility and cooperatively with a whole school approach	
Ability to maintain confidentiality, particularly relating to staff and pupil information	
A positive and helpful personality	
Ability to build and form positive relationships with colleagues	
Ability to cope with and adapt to change and to remain calm in stressful situations	

A commitment to promoting the ethos and values of the Trust	
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