

JOB DESCRIPTION AND PERSON SPECIFICATION

Post	Receptionist – Maternity Cover (Pay Scale B)
Responsible to	School Business Manager
Purpose of job	To undertake receptionist/telephonist duties ensuring all callers receive an efficient, effective service and to be the primary contact between the Academy and the community.
Main responsibilities and Duties	<ul style="list-style-type: none"> • To provide a welcoming, efficient and effective presence in Reception. • Receive all telephone calls to the Academy, redirect to appropriate member of staff. Take and deliver clear, accurate messages when staff are not available. Provide information where appropriate. • Greet visitors, ascertain purpose of visit, complete signing in and out procedure, issue badges and contact appropriate member of staff. If appropriate, deal with enquiries direct or seek advice from the appropriate authority. • Deal with deliveries, notify department, arrange with Site Team for the appropriate distribution or storage. Ensure reception is kept hazard free. • To provide clerical/secretarial service for the main Academy Admin Office including emailing, photocopying, faxing, typing, answerphone and messages if and when appropriate as directed by the School Business Manager. • Receive post and distribute to appropriate staff and ensure all outgoing mail is posted at the end of the day. • Locate staff and/or students using the Sims system when necessary. • Contact parents, social services or other outside agencies if and when appropriate under the instruction of a senior member of staff and/or School Business Manager. • To sell items of the Academy uniform. • To administer the Free School Meals System. • To administer the provision of Bus Passes to students and liaise with the Transport Office. • To be responsible for sending texts/emails to parents via Parentmail when requested. • To assist with the issue/return of Data Collection Sheets to parents. • To provide tea and coffee for visitors to the Academy. • To carry out any additional administration duties as directed by the School Business Manager.

PERSON SPECIFICATION

	Essential / Desirable (D)
Education/Training	<ul style="list-style-type: none">• Appropriate educational qualification of 5 GCSE's at C or above or relevant equivalent.• Good word processing and general IT skills.
Knowledge, Skills and Experience	<ul style="list-style-type: none">• Experience in a busy reception environment with at least one year's experience (D).• Experience in communicating with the public.• Acting on own initiative, as well as part of a team.• Expected to deal with duties promptly and efficiently.• Dealing with confidential matters in an appropriate way.• Excellent communication skills and interpersonal skills.• Flexibility, tact and diplomacy are essential.