

### Job Description

<b>Job Title</b>	Receptionist
<b>Academy</b>	Queen Katharine Academy
<b>Reports to</b>	Office Supervisor
<b>Line Management of</b>	N/A
<b>Working Hours &amp; Pattern</b>	37 hours per week (39 weeks term time plus 1 week)
<b>Salary / Grade</b>	Job family 2 point 4-8
<b>Date Last Evaluated</b>	June 2022
<b>Core Purpose</b>	To proactively work with all Academy staff and students ensuring that all parties receive high levels of support from the reception team throughout the academic day.

<b>Key Responsibilities</b>
<ul style="list-style-type: none"> <li>• Answer phone calls into the academy and forward to the year office, departments or admissions, where appropriate.</li> <li>• Greet all visitors/parents/carers at Reception</li> <li>• Communicate with other areas of the Academy to ensure that the expected high level of service is delivered.</li> <li>• Resolve general enquiries from parents/carers</li> <li>• Take student absence calls and pass to the Attendance Team</li> <li>• Be responsible for passing email responses requesting “on call” via radios to the on-call Duty Team during the school day</li> <li>• Forward emails into the academy to the correct department or person.</li> <li>• Be responsible for the day-to-day management of the Reception. e.g., daily post, order and maintain stationary stock.</li> <li>• Book taxis and keep records of them</li> <li>• Manage the school’s detention system</li> <li>• Managing the school’s lost property and redistributing where possible</li> <li>• Monitoring the entrance/exit of students on part-time timetables</li> <li>• Be responsible for issuing ID cards across the Academy for staff and students.</li> <li>• Be responsible for the distribution of information for key Academy events</li> <li>• Work with the Reception Team to develop the service provision</li> <li>• Promote a positive, friendly atmosphere within all areas, offering a welcome to all students, staff and visitors.</li> <li>• Undertake Continuous Professional Development training and participate in ongoing CPD discussions</li> <li>• Create Intouch messages for parents/carers and students</li> <li>• Use Mail Marge to create communications for parents/carers</li> </ul>

**Additional Responsibilities:**

- School Funds
  - Log payments and refunds, provide data to Finance eg. ID Cards, trip payments
- Free School Meals
  - Process applications
  - Enter data on SIMS
  - Provide slips for students without cards
- Educational Visits Coordinator (EVC)
  - Liaise with the Local Authority to ensure all visits, trips and overseas trips adhere to their guidelines and assessments
  - All paperwork is in place for the trip to go ahead
- Fire Marshall for support staff/ visitors for Fire evacuations

**General Responsibilities**

- Take on any Admin additional responsibilities which might from time to time be reasonably determined e.g. In touch messages, QKA Admin Letters, Attendance registers
- Comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- Create and maintain positive and supportive relationships with staff, parents, business, community and other stakeholders.
- Be aware of the School's duty of care in relation to staff, students and visitors and to comply with all health and safety policies at all times.
- To engage with appropriate training opportunities to promote professional effectiveness in this role.
- Participate in the ongoing development, implementation and monitoring of the Trust and Academy Improvement Plans.
- To treat all information acquired through employment, both formally and informally, in strict confidence.
- To be aware of the school's responsibilities under the General Data Protection regulations (GDPR) for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this.
- Be aware of and comply with policies and procedures relating to child protection, reporting all concerns to the Designated Safeguarding Lead.
- Be aware of and comply with the codes of conduct, regulations and policies of the Trust and Academy and its commitment to equal opportunities.

**Academy Responsibilities**

In addition to the specific responsibilities of this post, every member of staff at the Academy will commit to:

- Providing a courteous and efficient service to pupils at all times
- Using their influence with other staff and pupils to promote high standards of behaviour and order within the Academy
- Working to maintain the Academy at the forefront of educational practice
- Fostering and sustaining a culture of leadership and creativity within all aspects of the Academy's operation
- Promote the safeguarding of all pupils

**The duties and responsibilities listed above describe the post as it is at present. It cannot be read as an exhaustive list of duties and may be altered at any time with Academy approval.**

**Note: Every job description in the organisation will be subject to a review either:**

- **On an annual basis at the time of the annual appraisal meeting, or**
- **As a result of a change in strategic direction, or**
- **As a result of a team/operational requirements, or**

**It is the shared responsibility of the post holder and their manager to ensure that the job description is kept up to date.**

### Person Specification

Attribute	Essential or Desirable	Assessment
<b>Qualifications</b>		
GCSE Maths and English Language (or equivalent).	E	A
Educated to a minimum of Level 3 NVQ or equivalent.	E	A
Ability to communicate in another language.	D	A/I
Evidence of continuous development.	D	A
<b>Knowledge and Understanding</b>		
Excellent awareness and understanding of current educational challenges and opportunities.	E	A/I
Understanding of the need for confidentiality, especially in relation to child protection.	E	A/I
General understanding of national curriculum and other basic learning programmes/techniques.	E	A/I
General knowledge of inclusion within a school setting.	E	A/I
<b>Skills and Abilities</b>		
Excellent communication and presentational skills (written, verbal and visual) and the ability to manage the interface with professional colleagues and students	E	A/T
Comprehensive computer skills.	E	A/T
Ability to follow instructions and procedures.	E	A/T
Excellent interpersonal and communication skills at all levels and settings.	E	A/I/T
Ability to work to deadlines and be able to use initiative to work unsupervised across the curriculum, in a confident, methodical and organised way.	E	A/I
Adaptability to resolve conflict and to respond effectively to a diverse range of situations and needs calmly and reliably.	E	A/I
Ability to form and maintain appropriate relationships with young people.	E	A
<b>Experience</b>		
Appropriate experience of supervising children in an educational setting, including supporting SEN students and group work.	E	A/R
Experience of working as part of a team.	E	A/R
<b>Personal Commitment</b>		
Demonstrate and adhere to TDET and Academy's Core Values.	E	A/I
Commitment to equality and diversity in the workplace.	E	A
Adhere to GDPR guidelines and the Academy's internal procedures.	E	A
Adhere to the Academy's Safeguarding and Prevent policy and procedures.	E	A/I
Adhere to TDET's Health and Safety policy and procedures.	E	A

**Assessment methods**

**A – Application    I – Interview    T – Task/Activity    L – Lesson Observation    R – References**