**Our Vision –** *This job role will play a critical part in enabling the School to achieve its vision - To be a centre of excellent education where outstanding teaching and pastoral care underpins academic success.  This is combined with the development of the whole person equipping children and young adults with the capacity to succeed in their life's journey.*

**Job Description:** Receptionist (Senior)

**Responsible to:** Bursar

**Supervisory responsibility:** Not applicable

**Other information**: located in Prep Administration Office (Full-time – 52 weeks per year)

**Organisation Chart reporting lines:**

|  |  |
| --- | --- |
| **Principal** |  |
| **I** |  |
| **Executive PA** |  |
| ***I***  ***Receptionist- Prep*** |  |
|  | Customer service required to:   * Parents * Pupils * Staff * Contractors |

**Relationships:** Role will liase with Governors, Marist Sisters, All Staff, Parents, Children and Suppliers.

**IT Packages utilised**: Excel, Word, Powerpoint & SIMS,

1. **Main purpose of the job role:**

• To provide an effective and efficient Office Environment within the Senior School

which includes dealing with Pupil Welfare, & First Aid. Act as First aid Lead

Practitioner

* First point of contact for school visitors, pupils and parents

• Telephones

• Initial Pupil and parent queries

• Deliveries

• Hospitality

* Provide cover for School Secretary
* Perform other ad hoc duties as requested by the Principal, Vice Principals & SLT.

1. **Main Duties and Responsibilities:**
   * **First point of contact for school visitors, pupils and parents.**

* Provide Reception/ Office support and administration to the Principal and Staff at the Senior School, whilst ensuring the area is tidy and free form hazards.
* Undertake all switchboard responsibilities
* Passing messages to pupils, locating pupils if they fail to come to the school office when required.
* Provide General Hospitality to visitors, parents, potential staff, (site meetings, SLT, and Governors meetings – now done by Thomas Franks)
* Call members of staff when Visitors arrive- ensuring security is paramount and all visitors are signed in and out of the building, and issued with passes.
* Escorting visitors around the building, ensuring security is paramount and all visitors are signed in and out of the building, and issued with passes.
* General administration including taking telephone calls, typing (including letters for Principal), filing, and photocopying
* Assist staff with initial computer support, solve photocopier issues, etc.
* Distributing post to staff and addressing envelopes to be posted franking post, signing for and distributing deliveries and dealing with returns to suppliers
* Undertaking preparation for Open Evenings and assist with the set up for the open events.
* Undertake the ordering of the office stationery, and support staff to find in cupboard.
* Administering Lost Property for the School

**2.2. To provide administration support to teaching staff as and when required, including**

**data base administration and staff cover.**

* Maintaining pupil personal details on bespoke school databases i.e SIMS
* Complete Leavers letters for pupils.
* To administer the mobile phone confiscation process - Ensuring policy is sent to Parents, returned and signed for this process together with administering the collection and return of the phone to the student
* Responsible for whole school emergency Clarion messages i.e School closureUpdate and move current pupil files
* Archive pupils records
* Filing pupil records, correspondence, departmental minutes, application forms
* Produce student events letters i.e. for trips, events and holidays for teaching staff
* Support staff to locate staffing cover.
* To provide administration support to teaching staff as and when required.
* Manage, monitor and store all parent letters and emails - Senior
* Provide admin support for Senior Assistant and Associate Principals eg. Admin for Option Booklets; CPD
  1. **Deal with initial Pupil and parent queries, and Deliveries**
* Ensure the area is tidy and free from hazards.
  1. **First Aid Lead Practitioner**
* Dealing with Welfare issues from children or parents whilst providing pastoral care
* Administering First Aid as and when required- Logging details in first aid folder, adding notes to medical record if necessary and contacting parents where necessary
* Co-ordinating the immunisation programme, and monitoring pupils in the medical room. Ordering first aid supplies- recording pupil own medicine i.e. epipens.
* Monitoring pupils in medical room
* Ordering First Aid equipment/ supplied as required.
  1. **Hospitality**
* Arrange hospitality as and when required.
  1. **Perform other ad hoc duties as requested by the Principal, Vice Principals & Bursar.**
* Cover the Executive PA in their absence
* Attend open evenings and relevant School events i.e. Christmas Concert, Annual Show, Prize Giving and assist with set up.
* Any other duties as may be required by the Principal from time to time in support of the overall activities and smooth running of the School
* Undertake any training considered appropriate for the better performance of the job

**This job description is not necessarily a comprehensive definition of the post. It is representative only. Other reasonable duties may be allocated from time to time commensurate with the general character of this post and its grading.**

**Health and Safety Responsibilities:** In accordance with the provisions of the Health and Safety at Work Act 1974 it is the responsibility of the post holder to take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the School Bursar, Head teachers, Governors and staff to enable them to perform or comply with its duties under statutory health and safety provision.

**Review and amendment**

This job description will be reviewed at least once a year and may be subject to modification at any time after consultation with the post holder.

Signature of post holder: …………………………………………………….. Date: / /

Signature of Line Manager ……………………………………………………… Date: / /

**Person Specification –**

|  |  |  |
| --- | --- | --- |
| **Qualifications** | **Essential** | **Desirable** |
| An Advanced First Aider Qualification |  | ✓ |
|  |  |  |
| **Skills, aptitude, knowledge** | **Essential** | **Desirable** |
| Professional, with both Excellent Organisation and Customer Service Skills | ✓ |  |
| Excellent communication and interpersonal skills including an empathetic manner. | ✓ |  |
| High level of confidentiality and discretion | ✓ |  |
| Flexible approach both in time and managing a varied workload  Able to manage time effectively to meet deadlines | ✓ |  |
| Work within a busy environment, the ability to stay calm under pressure Emotionally Resilient | ✓ |  |
| Able to work as part of a team | ✓ |  |
| Proficient with Microsoft Office (i.e. Word, Excel, Email etc) | ✓ |  |
| Knowledge of PowerPoint and Publisher |  | ✓ |
| Good communication and interpersonal skills | ✓ |  |
| Knowledge of First Aid |  | ✓ |
| Good written communication skills | ✓ |  |
| Ability to be polite but firm when dealing with difficult situations | ✓ |  |
| **Experience** |  |  |
| Experience of working as a receptionist | ✓ |  |
| Experience of working as an administrator |  | ✓ |
| Empathy with children and academic environment | ✓ |  |
| Knowledge of IT Databases i.e. SIMS |  | ✓ |
| **Personal qualities** | **Essential** | **Desirable** |
| A friendly and confident personality | ✓ |  |
| A smart appearance | ✓ |  |
| Be a positive role model in terms of behavior, work and attitudes | ✓ |  |
| Calm, courteous and professional manner | ✓ |  |
| Respect for confidentiality and discretion | ✓ |  |
| **Christian Commitment** | **Essential** | **Desirable** |
| Able to support the ethos of a Catholic school | ✓ |  |