



## Job description: Receptionist

**Reporting to:** Office Manager

**Responsible for:** N/A

**Salary:** NJC 1.3

**Hours:** Hours of work: 25 hours per week, term time plus 5 inset days

Monday to Friday: 08:00 - 13:00

**Contract type:** Permanent

### Core Purpose

To provide reception and general administrative support to the school and assist in the efficient running of the school office. To be an ambassador for the school, responsible for welcoming visitors and to act as a first point of reference over the telephone and face to face.

### Duties and responsibilities

#### Reception Duties:

- Provide a warm welcome to all visitors.
- Deal with all telephone and face to face enquiries from parents/carers, member of the public or other external bodies, in an efficient and professional manner.
- Ensure that all messages are dealt with in a timely manner and, where relevant, relayed to colleagues promptly.
- Monitor and respond accordingly to reception emails and voicemails.
- Maintain the security and safeguarding of the school by controlling access and ensuring the completion of relevant procedures, i.e. visitors signing in and out, checking DBS details, issuing of identification badges.
- To assist with timely and efficient evacuation procedures.
- Sign for deliveries received at Reception and ensure swift notification to the appropriate member of staff.
- Sort internal and external mail and distribute accordingly. Prepare mail for posting.
- Undertake general administrative duties such as typing letters, minute taking, emailing, photocopying, and filing as required.
- Provide information and support to other staff members as required.
- Ensure that the reception area is kept clean, tidy, and free from hazard i.e., deliveries at all times.
- Administered systems for recording and safe storage of pupil possessions
- Be able to multi-task and have a flexible approach to support the smooth running of the school, the needs of the Academy and/or deputise in the absence of others.
- Ensure that all information is treated confidentially and have absolute discretion at all times, complying with the school's data protection procedures.
- To be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality, and data protection, reporting all concerns to an appropriate person as soon as they arise.
- Undertake other reasonable duties as required by your Line Manager.

#### Professional development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures

#### First Aid

- This role will involve being a First aider in school which will include the daily support of those students with medical conditions such as diabetes and severe allergies.
- To undertake specialist First Aid training as required



- To look after sick and injured pupils and staff, including First Aid and emergency cases. For example, to contact parents to arrange for them to collect pupils, if necessary, to request ambulances and arrange transfer to hospital where appropriate and also to accompany pupils to hospital when parents cannot be contacted.
- Ensure all medical incidents and accidents are logged correctly as per the school's current processes and produce related reports as requested.
- To supervise use of the First Aid Room, to ensure it is maintained in good order and to report to the Site Manager any defects or faults.

### **Terms and Conditions of Service**

The post holder will be required to comply with all policies and procedures issued by and on behalf of the school. The post holder will be required to participate in the school appraisal procedures as an appraisee and if applicable, as an appraiser. It is a business requirement of the school that the postholder in school for five days per week. The post holder will be required to attend statutory and mandatory training.

### **Safeguarding and Child Protection**

It is the post holder's responsibility for promoting and safeguarding the welfare of children. You will comply with Urmston Grammar's Safeguarding and Child Protection Policy and the requirement to report to the Designated Safeguarding Lead any concern relating to the safety or welfare of children. This post is classed as being in regulated activity.

### **Information Security, Confidentiality and Data Protection**

During employment, the post holder may have access to, see or hear information of a confidential nature and he/she will be required not to disclose such information. All person identification information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with the Data Protection Act 1998 (GDPR), unless explicit written consent has been given by the person identified.

### **Equal Opportunities**

The post holder must comply with and promote equal opportunities and avoid any behaviour which discriminates against others on the grounds of sex, disability, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership.

### **Notes:**

The above is only an outline of the tasks and responsibilities of the role. The post holder will carry out any other duties as may be reasonably required by his/her line manager. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the department and School. This job description and accompanying documentation do not form part of the employment contract.

This job description may be amended at any time in consultation with the postholder.

Last review date: December 2024

Next review date: December 2029