

School Receptionist

Job Description

Department: Administration

Direct Reporting Line: TBC by school

Safeguarding Statement

Taaleem is committed to safeguarding and promoting the welfare of children. At Taaleem, we hold ourselves to a high standard of effective practices in relation to child protection and we are committed to safeguarding and promoting the welfare of children. We expect all staff to share this commitment. Successful applicants will be subject to various background checks including, receipt of high quality references, proof of relevant qualifications, identification and police checks, including overseas checks.

Job Purpose:

- Presents a professional first impression to parents, guests and customers visiting the school. Being the first point of contact within the school. Assist with all queries knowledgeably, efficiently and courteously.

Key Relationships (Internal and External):

- All Staff, Parents, Students, External Visitors

Key Accountabilities:

- Welcome visitors to the school and register them, following student protection procedures
- Operate the school switchboard
- Respond to telephone/email enquiries from parents and public
- Receive parcels and deliveries; ranking outgoing post and arranging special deliveries when necessary
- Use Microsoft packages, particularly Word and Excel, to help support the school's administrative team
- Assist with all administrative duties such as photocopying, filing, etc.
- Assist in locating students when reported "missing" from class
- Understand data protection and confidentiality
- Create and distribute the school's daily briefing
- Work to deadlines in a calm and confident manner when under pressure
- Assist with school events such as Parent Open Days and School Performances.
- Carry out any such task as shall be deemed necessary to the smooth running of the school.
- Perform any other duty upon request

Person Specification:

Education: Good general education appropriate to the post

Experience: A minimum of 2 years' experience working in a similar field

Competencies:

- Excellent command of the English language, both written and verbal.
- Excellent telephone manner.
- Highly organized.
- Experienced in Microsoft.
- Good-natured.
- Well-groomed and courteous.
- Understanding of general reception tasks with excellent customer facing skills.
- A multi-tasker able to support the Management Team with administration.

- Ability to build personal relationships.

Attributes:

- Enthusiastic.
- Well Presented.
- Flexible.
- Highly Organized.
- Confident

Acceptance and Approvals

Confirmed by Employee:

Signed:

Date:

Reviewed by Line Manager:

Signed:

Date: