



## Ad Hoc/ Saturday Receptionist Job Description

Department:	Reception
Hours:	Saturday 08.30 - 16.30 plus Ad hoc hours (Some flexibility will be required for additional hours on the occasional Saturday)
Location:	Cranleigh School
Salary:	Paid for hours worked, Circa £15 per hour
Benefits:	School Pension Scheme Complimentary lunch during term time Free use of school gym Free onsite parking

### Job Summary

The Receptionist is the first point of contact with prospective or current parents and therefore strong interpersonal skills are an essential requirement, as are warmth of personality and an interest in the welfare of children. An excellent telephone manner is required along with a discrete, personable temperament. The post holder should be comfortable with the ethos of an independent school and enjoy working with children aged 3-18 years.

### Key Responsibilities

The following responsibilities shall be deemed to be included in the duties that you may be required to perform:

- Provide a polite and welcoming service to staff, pupils and visitors
- Managing the visitors system, issuing lanyards and directing visitors to the waiting area, ensuring that the right person is informed of their arrival
- Answering all incoming calls on the switchboard and transferring them to the appropriate person/department or taking detailed messages.
- Receiving and issuing mail including recorded and special delivery items; on occasions delivering the final mail to Cranleigh Post office and purchasing postage stamps when needed
- Maintaining staff postage accounts and advising Payroll accordingly
- Arranging courier deliveries/collections
- Operating the franking machine and issuing stamps
- Supervising the internal mail collection through individual mail slots
- Meeting room booking requests
- Updating details on the parent portal (Change of Details)



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- Storing/logging lost property where appropriate
- Maintaining the phone list / directory
- Booking taxis for staff / pupils
- Routine emails to All Staff if requested
- Issuing and controlling keys where required
- Assisting the Heads EA and Head of School Administration in routine administrative tasks
- Administrative projects during the holiday time to assist the Bursarial departments
- Abide by School Policies and Procedures, including ones relating to Health and Safety, at all times.
- To be aware of and abide by the school's Data Protection Policy
- Undertake any other reasonable tasks as directed by your Line Manager.

Person Specification	
Essential Criteria	<ul style="list-style-type: none"> <li>● To be flexible and approachable in a busy day to day environment</li> <li>● Ability to cope with conflicting demands, deadlines and interruptions</li> <li>● Ability to work independently and as part of a team with a proactive approach</li> <li>● Strong customer care skills with a personable and friendly manner</li> <li>● Confident and calm in handling questions and queries</li> <li>● A high level of proficiency in English (spoken and written)</li> <li>● Highly organised with strong administrative skills.</li> <li>● Computer literate with a good knowledge of Microsoft Office and previous use of Management Information Systems would be an advantage.</li> <li>● Ability to maintain high standards of accuracy and have a methodical approach to work.</li> <li>● Ability to communicate in a confident, professional and confidential manner with all stakeholders.</li> <li>● Ability to develop and maintain positive relationships with pupils and families.</li> <li>● Ability to follow instructions and complete tasks in a timely manner</li> <li>● Experience of undertaking a range of administrative tasks in a busy customer facing role.</li> </ul>
Desirable Criteria	<ul style="list-style-type: none"> <li>● Experience of working in an administrative/reception role within a school environment is desirable.</li> </ul>

**The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post holder will be subject to a DBS check.**