

**Job Description**

<b>Role</b>	<b>Prep Receptionist Grade 3</b>
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>• To provide a customer-focused and efficient reception service to visitors, and telephone callers.</li> <li>• To present a welcoming and professional image of the school.</li> <li>• To assist in providing a general administrative service to support the smooth running of the school.</li> <li>• To ensure the safeguarding and supervision of Prep Pupils, at all times.</li> </ul>
<b>Accountable to:</b>	Head of Prep School/PA to SLT
<b>Accountabilities</b>	<p>Communications:</p> <ul style="list-style-type: none"> <li>• Greet all visitors on arrival to ensure that they are made to feel welcome, and that their requirements are met, or enquiries responded to as quickly as possible.</li> <li>• Ensure that all visitors (going beyond reception) sign in and out, have I.D. checked and are provided with security passes to meet the requirements of safeguarding, security, and health and safety.</li> <li>• Manage internal and external telephone calls in an efficient and appropriate manner, filtering calls as necessary and taking and passing on messages, as required.</li> <li>• Make phone calls to parents/outside agencies, following all procedures on confidentiality.</li> <li>• Monitor the answerphone and general enquiry emails and deal with enquiries or refer messages promptly, to an appropriate member of staff.</li> <li>• Distribute urgent messaging using text or email, via firefly, or the school's In-touch system.</li> <li>• Oversee and distribute Prep letters to parents.</li> <li>• Deal with day to day queries from staff, students and parents, referring them promptly to an appropriate member of staff as relevant.</li> <li>• Ensure that the reception area is covered at all times, in accordance with agreed arrangements, including cover for meal and refreshment breaks.</li> </ul>

	<ul style="list-style-type: none"><li>• Keep telephone number lists and extension board updated in line with staff and/or location changes.</li><li>• If required, keep contact details on school website and other information sources up to date.</li><li>• Liaise daily with the Head of the Prep School and wider Prep staff, as required.</li></ul> <p>Management of resources:</p> <ul style="list-style-type: none"><li>• Report all site maintenance issues to the Head Caretaker.</li><li>• Receive incoming small deliveries, checking and signing all delivery notes and informing the relevant person/department, in order to keep the reception area clear.</li><li>• Report all telephone/ICT faults to ICT or the appropriate supplier as soon as possible.</li><li>• Contact caretakers to assist when deliveries are being made.</li><li>• Monitor and audit resources and ensure that appropriate stock levels are maintained.</li><li>• Order resources/stock, across both the Prep and Senior school.</li><li>• Liaise with the Head of Catering for hospitality/catering for all Prep School events, in conjunction with the Lettings and Events Manager.</li></ul> <p>Marketing and external links:</p> <ul style="list-style-type: none"><li>• Deal with routine enquiries for factual information about the school and send out school information packs and other marketing materials as required.</li><li>• Ensure that the reception desk and reception area reflect an attractive, professional image, at all times.</li><li>• Maintain marketing displays and other information in the reception area to ensure that materials are appropriate and up to date.</li><li>• Liaise effectively with the admissions team for all matters relating to prospective pupils and their families.</li></ul>
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	<ul style="list-style-type: none"><li>• Greet prospective families and liaise with the Head of Prep School and Prep Staff during Taster Days, etc.</li><li>• Assist with the management of guest lists for school performances and special events.</li><li>• Produce Prep School Performance/Event programmes and/or liaise with marketing/ICT, where appropriate.</li><li>• Support Prep School Open days.</li><li>• Support Prep marketing across Social Media Platforms.</li><li>• Manage and support Prep School hospitality, when required</li><li>• Manage Class Dojo information, as appropriate.</li><li>• Engraving and organisation of speech day prizes and cups.</li><li>• Support the organisation and administration of Prep School Concerts and Events throughout the school year.</li></ul> <p>Pastoral care:</p> <ul style="list-style-type: none"><li>• Provide a professional, supportive and sympathetic point of contact for students or parents, and seek appropriate assistance, as required.</li><li>• Maintenance of the attendance/absence registers to ensure that absences are recorded and appropriately followed up, in-line with policy.</li><li>• Ensure that all changes to bus registers are communicated promptly to staff.</li><li>• Provide emergency first aid to staff and students in the absence of other first aiders.</li><li>• To administer first-aid and medicine to pupils, as required, in keeping with the school's policy and procedures.</li><li>• Oversee the signing in and out of Prep pupils, across the school day (e.g. for music lessons/tennis lessons, etc), ensuring their appropriate supervision and safety, at all times.</li><li>• Fire procedures – key role in taking out Prep School registers.</li><li>• Ensuring that external doors are closed, or</li></ul>
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	<p>monitored, at all times.</p> <ul style="list-style-type: none"> <li>• Cover Prep duties, as necessary, to ensure appropriate pupil supervision.</li> </ul> <p>Administration:</p> <ul style="list-style-type: none"> <li>• As part of the administration team, provide general administrative services as required, including word processing of documents and data input.</li> <li>• Provide administrative support to the Prep School staff, including photocopying/displays, as required.</li> <li>• Sort incoming post, dispatch of outgoing post.</li> <li>• Liaise with Finance Department/HFO to assist parents and pupils with school bus services.</li> <li>• Audit and process stationery, stock, and orders, for all departments across the school.</li> <li>• Manage the room bookings required for teaching and school functions and events.</li> <li>• Manage parents' consultation timetables.</li> <li>• Manage Hoot Club bookings.</li> <li>• Manage the lost property store.</li> <li>• Maintain all Prep related records, as necessary.</li> <li>• Monitoring pupil registration and absences using Sims and Evolve.</li> <li>• Telephone parents, in line with attendance policy and procedure.</li> <li>• Update bus registers daily and communicate all changes to Prep Staff, to ensure the safety and supervision of Prep pupils.</li> <li>• Maintain Prep Pupil Files.</li> <li>• Support the administration of Prep Sports Fixtures.</li> </ul>
<p><b>General requirements</b></p>	<p>All school staff are expected to:</p> <ol style="list-style-type: none"> <li>a. Work towards and support the school vision and the current school objectives outlined in the School Development Plan.</li> <li>b. Contribute to the school's programme of extra-curricular activities.</li> <li>c. Support and contribute to the school's responsibility for safeguarding students.</li> <li>d. Work within the school's health and safety</li> </ol>

	<p>policy to ensure a safe working environment for staff, students and visitors</p> <ul style="list-style-type: none"> <li>e. Work within the Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.</li> <li>f. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.</li> <li>g. Engage actively in the performance review process, and training and development opportunities available.</li> <li>h. Adhere to school policies.</li> <li>i. Undertake other reasonable duties related to the job purpose required from time to time.</li> </ul>
<b>Review and Amendment</b>	This job description should be seen as enabling rather than restrictive and will be subject to regular review.

### Example Person Specification

#### Skills Required

ICT competence at a level to meet the demands of the job	Essential
Good organisational skills, ability to multi-task, prioritise effectively and work to tight deadlines	Essential
Ability to communicate effectively with all members of the school community	Essential
Able to use desk top publishing packages effectively	Desirable
Attention to detail and accuracy	Essential
Excellent interpersonal, oral and written communication skills	Essential
Excellent literacy and numeracy skills, to write clear messages and to keep statistical records	Essential

#### Knowledge Base

Knowledge of Microsoft Office	Essential
Knowledge of SIMS	Desirable
An understanding of Safeguarding	Essential
Knowledge of legislation, policies, procedures and good practice, relating to safeguarding, child protection, health and safety, confidentiality and GDPR	Desirable
Understanding of equal opportunities	Essential

**Qualifications/Attainment**

NVQ in Communication or Customer Service	Level 2 +	Desirable
Numeracy and literacy skills to GCSE or equivalent	Grade C or above/equivalent	Essential
First Aid	Paediatric	Desirable

**Experience**

Experience of using a range of reprographics equipment	Essential
Experience of dealing with the public face to face and on the telephone	Essential
Experience of working in an office environment, and within a team	Desirable
Experience of operating a switchboard	Desirable

**Attitude/approach**

Well presented appearance and professional manner, at all times	Essential
Customer focused approach and patience	Essential
Championing the professional integrity of the school	Essential
Friendly and approachable manner – able to present a positive image of the school to callers and visitors	Essential
Self-motivated and able to work with minimal supervision	Essential
Ability to work flexibly as part of a team	Essential
Ability to remain calm when under pressure	Essential
Ability to employ tact and diplomacy in difficult/sensitive situations	Essential
Willingness to learn new skills and participate in relevant training opportunities	Essential
Recognising the importance of confidentiality at all times	Essential

**LF (July 2020)**