

Job Description – Receptionist

Post:	Receptionist
Accountable to:	Head of Operations and Finance
Grade / Range:	Scale 4, Points 8 – 11
Working pattern:	Full time – 35 hours per week Term time only (39 weeks)
Disclosure level:	Enhanced

Main Purpose

- To provide an efficient reception and first point of contact for the academy, dealing with all parents, students and all school visitors.
- Support with all aspects of student services, including administration, attendance, and first aid/welfare duties liaising with staff and parents.
- Signing in of all parents, visitors and contractors and issuing visitor passes to maintain security and safeguarding measures.

Key Accountabilities

Management of the Reception

- Support the work of school office staff to ensure the office is professional, organised and operates efficiently.
- Support the academy reception service and undertake activities as part of the team.
- Ensure all telephone queries from students, parents, professionals and visitors are dealt with promptly.
- Making and receiving telephone calls, sending and receiving emails and texts as required (using the school communication system).
- Redirecting all messages as appropriate ensuring that all information received has been communicated and dealt with promptly.
- Ensure that the schools safeguarding procedures are adhered to when signing in visitors to the school. Where necessary, check ID and DBS certificates for supply staff and other agencies for adults working with our students.
- Assist with undertaking routine administration including the support with daily registers.
- Provide administrative support in organising safety procedures, including fire and evacuation drills.
- Support the academy's mail service, i.e. franking, opening, sorting, distributing.
- Deal with any emergencies, as appropriate, deciding on the best course of action and if medical intervention is required, referring the matter to the Principal or nominated first aider.

Assist in management of the school

- Liaising with and supporting all academy staff and stakeholders, including students and parents.
- Undertaking administrative tasks including stock recording, ordering etc.
- Working within a defined organisation structure which enables effective and efficient ways of working and support the achievement of the academy's objectives.
- Acting in accordance with policies and legislation affecting the conduct of the academy, particularly those that

govern Health and Safety matters and employment rights.

- Undertaking any other duties commensurate with the post as reasonably delegated by the Principal and SLT.

First Aid

- To be an appointed first aider and administer first aid.
- To ensure completion of associated administration including accident recording and notification to relevant agencies.

Key Organisational Objectives

- The postholder will contribute to the academy's objectives in service delivery by:
- Following Health and Safety requirements and initiatives as directed.
- Sharing the Academy's commitment to safeguarding and promoting the welfare of children and young people.
- Ensuring compliance with Data Protection legislation.
- At all times operating within the school's Equalities policies, demonstrating commitment and contribution to improving standards of attainment.
- Ensuring customer care and quality assurance initiatives.
- Fulfilling the role of Student Personal Adviser and/or mentor if required.
- Contributing to the maintenance of a caring and stimulating environment for young people.

Safeguarding Children

COLAT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of the Trust and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

English Duty

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

Our Values and Vision

The City of London Academies Trust, sponsored by the City of London Corporation, aims to provide high-quality education for students and pioneer educational innovation. We are driven by the ambition to provide world-class experiences and deliver exceptional educational outcomes for the young people we serve.

All City of London schools and academies draw upon the traditions, institutions, heritage and historical successes of London to furnish each of their diverse communities with life-transforming learning experiences. In doing so, we believe that the young people we serve develop into successful, compassionate young adults, who make a positive contribution to their local, national and global communities.

Our schools are characterised by a common understanding of what makes outstanding schools, based on five key principles which are known as our 'Foundations of Excellence'.

Our Staff

Our staff have high expectations, are consistent and driven to provide the best teaching and opportunities for our students. Teachers work in a well-disciplined environment where they are able to teach creative and engaging lessons, and all staff are given exciting opportunities to develop and learn from exceptional practitioners.

Equal Opportunities

The postholder will be expected to carry out all duties in the context of and in compliance with the academy Equalities policies.

Person Specification

	Essential	Desirable
Qualifications		
GCSE in Maths and English (or equivalent)	✓	
NVQ Level 3		✓
Experience, Skills and Knowledge		
Fully conversant with all aspects of Microsoft Office, email and internet	✓	
Ability to provide high-quality administrative support	✓	
Experience of dealing with the general public	✓	
Experience of using SIMS or equivalent database	✓	
Experience of setting up, using, maintaining and developing administrative and whole-school systems	✓	
Ability to organise and prioritise workload and work on own initiative	✓	
Excellent written and oral communication at all levels	✓	
Ability to work under pressure while maintaining a positive, professional attitude	✓	
Attention to detail in communication and planning	✓	
Excellent understanding of database systems to produce reports and statistics	✓	
Personal Attributes and Qualities		
Ability to problem-solve	✓	
Ability to ensure that deadlines are met	✓	
Ability to work as part of a team	✓	
Ability to work independently	✓	
Ability to communicate with and support parents, maintaining a calm professional and friendly attitude even in difficult situations or conversations	✓	
Ability to develop good relations with staff and pupils and the wider school community	✓	
Other		
Commitment to safeguarding and promoting the welfare of children and young people	✓	
Willingness to undergo appropriate checks, including enhanced DBS Checks	✓	
Motivation to work with children and young people	✓	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓	

Issue date:	
Principal's signature:	
Postholder's signature:	