

Post Title:	School Receptionist
Post Responsible to:	Business Manager
Working Pattern:	Monday to Friday 8:30am till 2:30pm term time only 30 hours per week
Salary:	£22,815 pa FTE depending on experience £14,391 Pro Rata or £11.70 per hour

The post holder will be part of the Senior School administration team and will have an important role to play in the daily running of the School Office, including general office duties and support to the academic staff where needed. The successful candidate will have excellent customer service skills and experience of working in an administrative environment. There will be some attendance at school events/training required as part of the role, with advance notice.

Main Responsibilities

- Be the 'face' of BCS and maintain excellent customer service and first impression to any visitors to the School.
- Maintaining the security of the site through visitor registration and safeguarding practices.
- Take telephone calls to the school and maintain a helpful and professional response.
- Provide support and guidance to parents and visitors.
- Manage daily admin tasks such as franking post and taking to the post office.
- Assist the Heads of Year or other managers with administrative tasks such as letters, phone calls or photocopying.
- Assist the admissions teams with tours for prospective families and guests as required.
- Assist the Estates Manager with coordination of contractors, making calls as needed and checking status of the contractors visiting site.
- Maintain information on the parent interface where needed.
- Provide admin support to the Senior Leadership Team.
- Adhere at all times to Safeguarding and Child Protection regulations.
- Be aware and adhere at all times to the school code of conduct and confidentiality.
- Provide First Aid assistance to students and staff when necessary and assist the Medical Team with administration tasks such as record keeping and updating parents.
- Assist with Prize Giving and other events to consolidate guest lists, awards and any other duties as required.

Lettings

- Oversee and manage lettings enquiries, bookings, advising appropriate staff and ensuring successful hires
- Liaise with Finance to ensure the correct invoices are sent

General:

- To carry out such other reasonable duties and responsibilities within the overall scope of the post.
- To support the School positively in terms of public relations with all stakeholders.

Curiosity

Commitment

Creativity

Community

Mrs Maria Coulter BSC (Hons) PGCE NPQH
Principal

- To adhere at all times to Safeguarding and Child Protection regulations.
- To be aware and adhere at all times to the school code of conduct and confidentiality.
- To undertake Performance Management Reviews in accordance with the policy and practice of the School.
- As an Employee of Bournemouth Collegiate School you will be required to provide support and cover across all sites as and when required.
- The job description allocates duties and responsibilities. It does not direct the particular amount of time to be spent carrying them out and no part of it may be so construed.
- The job description is not necessarily a comprehensive definition of the post, as it may include other duties, level with the commensurate of the post, as necessary to ensure the smooth running of the School as directed by the Principal.
- The job description may be reviewed and may be subject to modification or amendment after consultation with the post holder.
- All employees at Bournemouth Collegiate School must be enthusiastic, professional and be prepared to fully commit to the ethos of the school, as laid out in our Mission Statement and Aims.

Signed: _____

Date: _____

Post Holders name:

Signed: _____

Date: _____

Principal:

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Person Specification

The post holder will possess strong interpersonal skills and will be confident to liaise with parents, prospective parents, visitors and other stakeholders. They will have: -

	ESSENTIAL	DESIRABLE
Qualifications & Experience		
GCSE (or equivalent) in Mathematics and English	✓	
First aid qualification (this will be provided)		✓
Previous front of house experience with administrative responsibility	✓	
Previous experience working in a school office		✓
Knowledge		
Excellent administrative IT skills, including all Microsoft programmes.	✓	
Confident with excel including basic calculations and formatting	✓	
Understanding of the UK education system including independent schools		✓
Skills and Abilities		
Ability to touch type	✓	
Be self-starting, forward thinking and highly positive with a 'can do, will do' mindset	✓	
Have excellent 'front of house' skills	✓	
Have excellent communication skills, both written and verbal	✓	
Be highly organised with a good eye for detail	✓	
Ability to liaise with parents and build positive, supportive relationships	✓	
Able to develop strong and effective working relationships with key stakeholders.	✓	
Resilience – the ability to remain calm and work well under pressure	✓	
Ability to work as part of a team and be flexible and supportive of the team goals	✓	
Be proactive in seeking ways to maintain excellence	✓	
Be able to uphold confidentiality	✓	
Other		
Recent participation in professional development activities and willingness to undertake other training	✓	
A commitment to safeguarding and promoting the welfare of children and young people	✓	

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