



## Job Description

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<b>Post:</b>	<b>Receptionist</b>
<b>Accountable to:</b>	<b>Student Services Manager</b>
<b>Salary:</b>	<b>JE3 SCP 6 – 10, £23,849 - £25,612 per annum</b>
<b>Working Pattern:</b>	<b>35 hours per week – 9am to 5pm Monday to Friday, 52 weeks per year</b>
<b>Location:</b>	<b>City of London Academy, Southwark</b>
<b>Disclosure level:</b>	<b>Enhanced</b>

### Main Purpose

- Responsible for ensuring the Reception area is equipped and operating efficiently and effectively and undertake a range of administrative duties, to support the office admin support team to deliver consistent, high quality, integrated and seamless services to staff, visitors and students, working within clear service deliverables and standards.

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### Key Accountabilities

#### Reception

- To provide Reception and switchboard support to the Academy, acting as a first point of contact for all school enquiries and external stakeholders, ensuring that the Academy's safeguarding and security checking processes are adhered to
- To ensure that queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the Leadership team and others
- Responsible for coordinating the diary system for booking of the Parent Meeting Room and Atrium Boardroom
- Ensuring visitor/pupil security is operated robustly within safeguarding guidelines through:
  - Issuing medical/out of lesson passes
  - Compliance with signing in/ out and late procedures of the Academy
  - Maintaining the staff photo database, updating on SIMS and NRS
- Responsible for booking visitors to the Academy in the Visitor Diary
- To provide members of staff with information about visitors or telephone messages so that the Academy is promoted as responsive and considerate to the needs of its customers
- Coordinating Lost Property and confiscated items including maintaining a log book of all items handed in to the Reception and all items collected from Reception, displaying lost property for collection at the end of each term, notifying parents of the collection period
- Ensure Reception area is equipped and operating efficiently and effectively in order to present a good first impression and that appropriate Reception cover arrangements are in place at all times.

#### General Administration

Undertake administrative duties to support the Academy and Office Admin team to fulfil work requirements including:

- Providing support during Open Evenings, Parents' Evenings and Prize Giving, as well as other ad hoc parent related evenings and events
- Respond to enquiries from Student Window
- Provide an administration service to the Academy including mail merges, typing of documents, letters

- home, labels, photocopying and texting of parents
- Process all incoming and outgoing post/parcels, assisting with franking, recorded deliveries, registering deliveries and distribution to relevant departments
- Point of contact for SLT support, via radio, when required
- To maintain and update all administrative and information systems and processes as required, including retrieving and collating information to ensure delivery of a high level Reception and administrative service
- To ensure that routine scanning and appropriate filing of scanned materials via SDM
- Assist with whole school admissions and enrolment administration, including mid-term admissions and appeals.
- Assist Attendance officer with issuing of detention letters.

### **Team Support**

- Work as an integrated member of MIS and Student Services, covering other team members as directed, with the requirement to work across both sites as necessary to perform the duties as detailed above at times of high volume or for cover purposes, including:
  - Assist the MIS team with accurate data entry in the Management Information System: Exams, Detentions, Rewards, Behaviour.
  - Help to resolve simple day to day problems with Sims.net, the ability to deal sympathetically with colleagues who may have less advanced IT skills.
  - Print & produce reports, certificates and creating mail merges plus any ad hoc requests from SMT and HOF.
  - Assist in the accurate collation of information to enable internal and external reporting obligations to be met in timely and accurate manner.
  - Assist and support, development and administration of the organisation wide MLE, including liaising with teachers to collect and manage resources.

### **Other**

- To ensure that the above duties are carried out in accordance with the School's Race Equality and Cultural Diversity Policy
- To undertake other tasks which would be considered reasonable within the parameters of the role as directed by line manager

### **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.



## Person Specification

### 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.

	Essential	Desirable
<b>Qualifications</b>		
Grade C or above in English and Mathematics at GCSE level or equivalent	Y	
<b>Experience, Skills and Knowledge &amp; Personal Qualities</b>		
Previous experience of working as a Receptionist, preferably in an education setting	Y	
Previous knowledge of working in an educational setting		Y
Excellent telephone manner – courteous, calm and efficient	Y	
Ability to deal tactfully, diplomatically and confidently with telephone callers and visitors	Y	
Good IT skills	Y	
Excellent communication skills including verbally, in writing, face-to-face and over the telephone	Y	
Ability to remain calm, composed and flexible within a busy and demanding environment	Y	
Ability to work effectively within a team and on own initiative	Y	
Ability to undertake a wide range of clerical, administrative and general duties	Y	
Good keyboard skills for accurate computer input and retrieval	Y	
Integrity and confidentiality to be maintained at all times	Y	
Reliable and punctual	Y	
Basic understanding of databases		Y
Flexible approach to work management	Y	
Commitment to the support of young people	Y	
Willingness to undertake appropriate professional development	Y	
A proactive, efficient and friendly disposition, with the ability to communicate with staff, parents, schools and other external agencies	Y	
Assurance of total confidentiality and discretion	Y	
<b>Other</b>		
Commitment to safeguarding and promoting the welfare of children and young people	Y	

Willingness to undergo appropriate checks, including enhanced DBS Checks	Y	
Motivation to work with children and young people	Y	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	Y	