

JOB DESCRIPTION



JOB TITLE: Receptionist
LINE MANAGER: Deputy Principal / Reception Supervisor

PURPOSE OF THE JOB

To be the first point of contact for visitors, staff and students and to perform 'front of house' duties in the College Reception with responsibility for managing communication to parents.

MAIN TASKS

- To be the first point of contact for visitors to the College, signing them in and issuing visitor badges as appropriate
- Operate the College telephone system, directing incoming and internal calls and dealing with enquiries as appropriate
- Communicating with students, staff and parents
- General administrative/support duties
- Monitoring the College email in-box and dealing with enquiries as appropriate
- To help maintain records of student absences onto the College Portal
- To process incoming and outgoing mail, including logging outgoing 'Signed For' post, recording parcel deliveries into the tracking book and recording exams deliveries promptly
- To help maintain records of all staff request for car parking permits, registering them on the database
- To help maintain records of all student requests for car parking permits, registering them on the College Portal
- Manage the overnight telephone answering system, passing on messages as appropriate
- Assist with the issuing of College Fund refunds and exam certificates
- Responsibility for managing communication to parents.

GENERAL RESPONSIBILITIES

- To be responsible for and committed to promoting and safeguarding the welfare of children, young persons and vulnerable adults whether responsible for, or in contact with them
- To observe the College Health and Safety policy at all times, taking responsibility within own areas as set out in the policy
- To be fully aware of and implement College policies relating to equality and diversity and actively promote positive practice
- To comply with all other College policies and procedures
- To undertake continuing professional development
- To support the College with invigilating formal and informal examinations, and other administrative tasks that facilitate the successful running of the College, as and when necessary
- To undertake any other duties commensurate with this post as the Principal may from time to time decide

The following information is provided to assist Support Staff to understand and appreciate the work content of their post and the role they are to play in the Multi-Academy Trust (MAT). However, the following points should be noted:

- The postholder will be required to carry out their duties in accordance with the Conditions of Service Handbook.
- It must be recognised that this job description may change as the circumstances of the MAT change. Regular reviews will take place following consultation with the post holder as part of the annual appraisal process.
- The post holder is expected to respect any information that come into their possession or exists in their environment relating to students, colleagues and other individuals. This requires following good practice and guidance on confidentiality.
- The post holder has a duty to maintain the safety and welfare of the students and within the scope of their post must ensure all organisational policies and procedures on safeguarding are implemented.
- The post holder has a duty to report any concerns or incidents regarding student welfare promptly in accordance with College procedure and their training.
- The post holder will need to recognise they work in a College environment, which will occasionally require them to support student related activity.
- Should there be a disagreement about the conditions of service, personnel have the right of appeal under the MAT grievance procedures.

PERSON SPECIFICATION



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SPECIFICATION	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Educated to GCSE Level with English and Maths at Grade C/4 or above 	
Relevant experience	<ul style="list-style-type: none"> Experience of working in a customer facing role, with a good understanding of good customer service Sound IT proficiency, including Microsoft Office Word, Outlook, and Excel Experience of general office administration in a busy environment Experience of working on own initiative 	<ul style="list-style-type: none"> Experience of working in an educational environment
Skills/Aptitudes	<ul style="list-style-type: none"> Understanding of the need for confidentiality and discretion Strong communication skills, both verbal and written Excellent organisational skills Attention to detail Adaptable and flexible in approach to work Prioritisation of workload while multi-tasking Ability to build rapport with colleagues, contacts and visitors 	
Other requirements	<ul style="list-style-type: none"> Willingness to undergo further training and development as appropriate 	