

Job Description & Person Specification

Job Title:	Front of House Support
Responsible for:	None
Reporting to:	School Business Manager
Salary Grade:	£19,917 - £22,506, APT&C Scale 4 (pro rata)
Last Reviewed:	October 2017
Hours:	Monday to Friday, 8:00am – 4.30pm (40 per week, 39 weeks per year)
Primary location:	Woodhill Primary School

Purpose

This role will provide an outstanding first point of contact on the phone, face-to-face, through written communications, social media, or any other communications medium by exhibiting the key values of Woodhill Primary School which will make each and every person feel special and welcome. At all times, this role will provide both a qualitative and quantitative receptionist, secretarial, office coordination and front-of-house experience to all stakeholders of the Inspire Partnership Academy Trust.

Principal Duties and Responsibilities

Receptionist

- First point of contact for receiving and distributing phone calls, diverting & directing callers to relevant people, or taking and relaying messages as appropriate
- Managing the school phone system(s), making changes where necessary, keeping all phone lists up-to-date, and ensuring that the information is disseminated amongst the school community
- Managing the school email system, making changes where necessary, ensuring all details are up-to-date, and ensuring that the information is disseminated amongst the school community
- Managing Staff pigeon-holes, all incoming post / parcels / deliveries, and all outbound post / parcels / deliveries

Office Coordination

- Maintaining and updating all relevant school-based forms, literature and other documents as required
- Maintaining and coordinating the school uniform shop, including tight stock control

- Coordinating the school-wide dinner systems in liaison with the kitchen staff, and ensuring all dinners are paid on time by all stakeholders, dealing with any debt management as appropriate
- Coordinating the stock and ordering of school supplies,
 - ie: Water bottles, Printer toners, Staffroom milk & welfare items
- Cool milk system
- Manage the School office, and the immediate corridors, rooms and toilets, including any other areas of first impact, so that they are kept tidy, safe, and clean
- Be the gatekeeper to the Executive Leadership Team
- Carry out any bulk photocopying or printing
- Maintain a small selection of essential office supplies
- Coordinate and oversee the filing of all pupil records
- Coordinate with the lead First Aider, to ensure first aid supplies and training are compliant at all times

Front-of-house Support

- Deliver a professional greeting to all parents / children / staff / visitors, to the highest standards, providing them with refreshments, signing them into the premises, and notifying other employees as appropriate
- Maintain strict safeguarding rules, by following procedures; monitoring visitor logbook; managing all visitor badges / class passes / IPAT passes / and ensuring all visitors are signed out
- Introduce systems for analysis of front-of-house service delivery i.e. mystery shoppers etc

General Administrative and Secretarial Duties

- To be a key member of the front-of-house office team through the efficient handling of pupil, parent and visitor queries; on the phone, through email, face-to-face, and through relevant social media. To receive and relay promptly any telephone messages and deal initially with enquiries.
- Be the principal officer for the maintenance of an efficient and effective filing and archive retrieval system for all pupil data, being mindful of data protection and retention laws as they currently stand and change, communicating such changes to the leadership of the school and advising of any perceived issues that may arise
- Undertake any generalist administrative and clerical duties as directed by the leadership of the school through letters, reports, memoranda and other documentation and the provision of executive support to the Executive Leadership Team, as determined by the School Business Manager
- Carry out basic medical procedures and administer first aid to adults
- Undertake any other duties commensurate within the grade and scope of the post as determined by the School Business Manager

Person Specification: Front of House Support

Criteria	Essential	Desirable	Method of Assessment
Be passionate about enabling learning and wanting our school to provide the best possible learning experiences for all of our pupils			
Safeguarding Children			
Committed to ensuring all pupils in our school are kept safe	✓		Application form
Enhanced DBS check	✓		Application form
This post is exempt from the Rehabilitation of Offenders Act. Any criminal convictions will need to be declared	✓		Application form and interview
Equal Opportunities			
Awareness of, and commitment to the inspire partnership equal opportunities issues	✓		Application form and interview
Awareness of, and commitment to the Inspire Partnership Values	✓		Application form and interview
Qualifications, Knowledge, and Experience			
Confident and outstanding communication skills	✓		Interview
Efficient and effective office and administrative procedures	✓		Application form and interview
Setting up and maintaining complex filing systems		✓	Application form and interview
Strong numeracy skills, with a basic level of accounting procedures and processes	✓		Psychometric test during interview
Strong literacy skills, with a confident use of written language	✓		Psychometric test during interview
Confident use of a variety of ICT systems in an office / secretarial environment		✓	Practical test during interview
Hold relevant examinations, or previous experience, commensurate with the duties of the role	✓		Application form, evidence of certificates, interview

Developing Self and working with others			
Ability to liaise with people in a warm and welcoming manner and demonstrate the ability to build rapport and interact with people at all levels, whether parents, colleagues, visitors, or contractors	✓		Application form and interview
Creative, innovative character that shows a willingness to try new and different approaches			Application form and interview
Show commitment to upholding excellent levels of professional conduct	✓		Application form and interview
Be committed to engaging parents in the work of the school	✓		Application form and interview
Commitment to own improvement through professional development / further study	✓		Application form and interview