



Stretford High School

Receptionist

Job Description

Salary:

Part Time (17.5 hours per week) Monday to Friday 1.00pm – 4.30pm
Band 2 - scp 4 to 5
Term time plus 1 week

Line manager:

Student Services Manager

Job Purpose:

To be the 'face' of the school, be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. To provide admin support for a range of student matters; i.e. maintain student attendance records, provide reception cover and provide admin support to the wider school. The role will provide liaison between students, parents, external agencies and members of staff. The post holder will also be expected to assist in the provision of other Student Services functions as and when required, and will be based within Reception.

Role Responsibilities:**Reception:**

- Provide first point of contact for visitors and parents, issuing visitor passes and ensuring that all Safeguarding requirements are met.
- Responsible for signing in students who arrive late and collating the daily late detention report. Informing parents of detentions.
- Answer all incoming telephone calls and action or redirect as appropriate.
- Receive and distribute post and deliveries; manage all outgoing mail.
- Manage and action incoming emails to school account.
- Maintain minibus diary.

Attendance

- Responsible for ensuring the recording of attendance data and the reasons for absences of all pupils. Liaising with the Pastoral Team and Attendance Officer regarding attendance concerns.
- Contact parents regarding unexplained absences, handling telephone calls with sensitivity and confidence, using initiative as required.
- Responsible for ensuring that all registers are completed timely.
- Prepare and run attendance reports for the Pastoral Team and Senior Leadership Team as and when required.

Administration

- Manage pupil data by ensuring all required pupil data is up to date and accurate i.e. Pupil Premium, ethnicity codes, SEN Status, UPNs and FSM.
- Photocopy, scan, distribute and filing of documents as appropriate
- To provide a range of administrative functions to the wider school including: producing mail merge letters, PowerPoint presentations, inputting data and spreadsheet tasks.
- Ensure that all student records are accurate in all functions and across all systems.

Student Services

- To act as first point of contact for all students in a range of matters.
- To care for sick pupils and under agreed school procedures to give first aid as required, contacting parents as necessary and completing appropriate documentation.
- Administer student medication within school, in line with school policy. Organise individual student's medication for school trips.
- Maintain individual student medication and ensure that all records are updated.
- Administer all school trips, ensuring that paperwork is completed timely, handle all incoming trip payments including the setup and administering of ParentPay. Provide reports to trip leader including parent emergency contact details, individual student medical and dietary needs.
- To deal with lost property, ensuring the return of named items and safe storage of unclaimed items.
- Advising parents of any student detentions.
- Responsible for collecting students from class for appointments, ensuring that school protocols are followed.
- To assist with day to day queries from Staff, Students and Parents

Additionally

- To undertake First Aid training (essential), and any other relevant training courses, or develop new skills as required for the post.
- To play a full part in the school community to support its distinctive ethos.
- To undertake any other duties commensurate with the grade of the post, as directed by the head teacher.

Indicative qualifications, knowledge, skills and experience:

- GCSE Grade C or equivalent in Maths and English - Essential
- IT skills and excellent knowledge of Microsoft Office including Word and Excel - Essential
- Excellent organisational and admin skills, with the ability to remain calm under pressure, work to tight deadlines, systematic approach to tasks, and attention to detail - Essential
- Ability to communicate effectively and appropriately with all members of the school community - Essential

- Flexibility and able to cope with a range of tasks in a busy and challenging environment - Essential
- Experience of working in a busy Reception environment – Desirable
- Experience of Arbor or other MIS software - Desirable
- Experience of working with students, across the 11 – 16 age range, in a formal setting – Desirable