



JOB DESCRIPTION

Post Title: School Receptionist
Location: Nishkam High School Birmingham, B19 2LF
Reporting to: Office Lead / PA to the Principal
Hours: 40
Contract: 52 Weeks – Permanent
Grade: 3

Nishkam High School is a Sikh ethos, multi-faith school that nurtures pupils of all faiths and beliefs. The Nishkam ethos is to create a selfless mind-set, to go beyond ourselves to serve others, create supportive communities and to realise our true potential.

As a key member of the High School's support team you will be responsible for supporting the smooth running and administration of the school office.

| Duties & Responsibilities | |
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| Organisation | <ul style="list-style-type: none"> - Answer phone calls and manage telephone message system in a pleasant, informed manner for the purpose of providing information and representing the school. - Assist with pupil first aid. - Assist with arrangements for school trips and events. - Manage the signing in process for visitors and visitors passes. - Respond to enquiries from staff, parents and pupils and forward requests for information and messages to the appropriate individuals. - Oversee lost property arrangements. - Comply with NST Policies reporting any concerns to the appropriate person. - Participate in training and other learning activities and performance development as required. - To undertake such other duties which may reasonably be regarded as within the nature of the duties/responsibilities/grade of the post. |
| Administration | <ul style="list-style-type: none"> - Provide administrative support including data input and other IT based tasks requiring knowledge of various ICT packages. - Assist with the mailing and distribution of various documents and communication. - Ensure late and early leaving pupils are signed in and out in accordance with School Policies and procedures. - Provide administrative support for the schools admissions process. - Support Finance administrator with stock checks. - Provide administrative support in preparation with open events/tours/parents' evenings . - Assist with photocopying, printing, laminating, binding shredding and scanning of documents, booklets, tickets, programmes as/when required. - Maintain confidentiality of all school information at all times adhering to GDPR legislation - Maintain a welcoming environment and arrange hospitality for visitors ensuring reception area is maintained to ensure the safety for all visitors, staff and pupils. - Contribute to the safeguarding and promotion of the welfare and personal care of the children and young people with regard to the Keeping Children Safe in Education agenda and Child Protection Procedures and ensuring that confidentiality is adhered to at all times |

Support for the School

- Be aware of and comply with policies and procedures relating to code of conduct, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Adopt a flexible approach to the completion of other administrative tasks (at the direction of the Principal).
- Undertake, from time to time, any additional or revised duties appropriate to the grading of this post as requested by the Principal or line manager.
- Attend relevant meetings as required
- Participate in training and other learning activities and performance development as required.
- Take part in the school's performance management system
- Undertake an enhanced DBS check

Signature of Manager:

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Date:

/ /

Signature of post holder:

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Date:

/ /

PERSON SPECIFICATION

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| Education & Qualifications | <ul style="list-style-type: none">• Previous work in a school or office environment would be essential. |
| Personal Attributes | <ul style="list-style-type: none">• communicate effectively and efficiently• pleasant manner in dealing with staff, visitors, parents and pupils• able to work under pressure and meet deadlines• ability to work as part of a team• be self-motivated |
| Skills & Abilities | <ul style="list-style-type: none">• prepare, read and comprehend a variety of job related forms, reports, letters, spread-sheets, maps, plans, records, documentation and correspondence as required by the post• respond appropriately to enquiries from visitors, staff, parents or pupils• deal with complaints adequately and refer to relevant colleagues when necessary• Show initiative in protecting the best interests of the school• Extensive knowledge of SIMS database• Awareness of school related administration |
| IT Skills | <ul style="list-style-type: none">• Word, Excel and PowerPoint• operate/use a variety of automated office machines and other office equipment• operate/use a variety of printing/graphic arts machines• operate/use a variety of audio-visual/electronic machines and devices• operate/use a variety of job specific machines/equipment• Experience of school text messaging and cashless systems |