

Role	Receptionist Grade 3
Job Purpose	<ul style="list-style-type: none"> • To provide a customer-focused and efficient reception service to visitors and telephone callers • To present a welcoming and professional image of the school • To assist in providing a general administrative service to support the smooth running of the school.
Accountable to:	Head's PA/Office Manager & School Head of Finance
Accountabilities	<p>1. Communications</p> <ol style="list-style-type: none"> a. Greet all visitors on arrival to ensure that they are made to feel welcome, and that their requirements are met or enquiries responded to as quickly as possible. b. Ensure that all visitors (going beyond reception) sign in and out, have I.D. checked and are provided with security passes to meet the requirements of security and health and safety. c. Operate the main switchboard and clear all incoming telephone calls as rapidly as possible, if necessary advising the caller of any delay, non-availability, or taking a brief message to be passed on as soon as possible. d. Monitor the answerphone and general enquiry e-mails and deal with enquiries or refer messages promptly to an appropriate member of staff. e. Distribute urgent messaging using text or email via Firefly or the In-touch system f. Deal with day-to-day queries from staff, students and parents, referring them promptly to an appropriate member of staff as relevant. g. Ensure that the reception area is covered at all times in accordance with agreed arrangements, including cover for meal and refreshment breaks. h. Keep telephone number lists and extension board updated in line with staff and/or location changes. i. If required, keep contact details on school platforms and other information sources up to date. <p>2. Management of Resources</p> <ol style="list-style-type: none"> a. Receive incoming small deliveries, checking and signing all delivery notes and informing the relevant person/department, in order to keep the reception area clear.

- b. Assist with ordering of Senior School resources.
- c. Report all telephone faults to IT or the appropriate supplier as soon as possible.
- d. Contact caretakers to assist when deliveries are being made.
- e. Report all site maintenance issues to the Head of Operations or Head Caretaker
- f. Contact Minibus Drivers to arrange cover for trips and enrichment.

3. Marketing and External Links

- a. Deal with routine enquiries for factual information about the school and send out school information packs and other marketing materials as required.
- b. Ensure that the reception desk and reception area reflect an attractive, professional image at all times.
- c. Maintain marketing displays and other information in the reception area to ensure that materials are appropriate and up to date.

4. Pastoral Care

- a. Provide a supportive and sympathetic point of contact for students or parents in distress, summoning assistance as required.
- b. Deputise for Admi Support Assistant responsible for attendance.
- c. Provide emergency first aid to staff and students in the absence of other first aiders.

5. Administration

- a. As part of the administration team, provide general administrative services as required, including word-processing of documents and data input.
- b. Sort incoming post, dispatch of outgoing post,
- c. Liaise with Finance Department/Head of Operations to assist parents and pupils with school bus services.
- d. Process stationery stock and orders for departments.
- e. Manage the room bookings required for teaching and school functions and events.
- f. Monitor trips status using Parent Pay.
- g. Prepare Music exam entries and timetable, if required.
- h. Managing the lost property store.
- i. Assist Admin Support Assistant by monitoring pupil registration and absences using Sims, Go4Schools and Evolve.

General requirements	<p>All school staff are expected to:</p> <ol style="list-style-type: none"> a. Work towards and support the school vision and the current school objectives outlined in the School Development Plan. b. Contribute to the school's programme of extra-curricular activities. c. Support and contribute to the school's responsibility for safeguarding students. d. Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors e. Work within the School's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective. f. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues. g. Engage actively in the performance review process, and training and development opportunities available. h. Adhere to policies as set out in the School's Regulations and circulars. i. Undertake other reasonable duties related to the job purpose required from time to time.
Review and Amendment	This job description should be seen as enabling rather than restrictive and will be subject to regular review.

Example Person Specification

Skills Required

Clear spoken English	Essential
ICT competence at a level to meet the demands of the job	Essential
Good organisational skills	Essential
Ability to communicate effectively with all members of the school community	Essential
Excellent telephone manner	Essential
Sufficient literacy and numeracy to write clear messages and to keep statistical records	Essential

Knowledge Base

Knowledge of Microsoft Office	Essential
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Attainment

	Level	
NVQ in Communication or Customer Service	2 or higher	Desirable
Numeracy and literacy skills to GCSE or equivalent		Desirable

Experience

Experience of dealing with the public face to face and on the telephone	Essential
Experience of operating a switchboard	Desirable

Personal Attributes

Attention to detail	Essential
Well-presented appearance and professional manner	Essential
Self-motivated and able to work with minimal supervision	Essential
Ability to work flexibly as part of a team	Essential
Ability to remain calm when under pressure and employ tact and diplomacy in difficult/sensitive situations	Essential
Understanding of the importance of confidentiality	Essential

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