

## Job Description

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**Job title:** Receptionist (Apprentice)  
**Reports to:** Office Manager  
**Location:** Wilmington Academy

As part of your apprenticeship course you will be working towards meeting the responsibilities outlined in this Job Description, plus any additional requirements unique to the academy/setting.

### Key Responsibilities

Undertake specific areas of responsibility, as allocated by the Office Manager, including:

- To be the first point of contact on the telephone and for visitors to the academy presenting a professional, welcoming service, greeting all visitors, students and LAT staff.
- Answer, screen and forward incoming telephone calls and emails, answering queries where possible and redirecting appropriately.
- Monitor the central admin email account for the academy by forwarding to the appropriate person if appropriate and replying to general enquiries.
- Placing orders for stationery for the administration team.
- Take delivery of incoming mail and distribute to relevant members of staff/pigeon holes in a timely manner.
- Sort and attach appropriate postage to outgoing mail and prepare for collection by Royal Mail.
- Maintain a computerised reservations system for the booking of meeting rooms.
- Maintain and update student records on the academy's management information system as required i.e. attendance marks.
- Undertake various administrative duties including photocopying, scanning, shredding and filing, as directed by the Office Manager.
- Demonstrate a high level of initiative.
- Manage and organise work of a confidential and complex nature, with considerable tact, diplomacy and a high level of commitment, customer care and flexibility.
- Establish good working relationships with all academy staff, students, LAT staff and stakeholders/visitors.
- Carry out any other duties commensurate with the grade and general responsibilities of the post.
- Comply with Health and Safety Regulations.

### Person specification

- Grade A\* - C in Maths and English
- Excellent organisational and planning skills with outstanding attention to detail
- Demonstrate a high level of initiative
- Computer literacy in usual office applications
- Ability to work on own initiative
- Committed and enthusiastic
- Excellent attendance and time-keeping record.

### Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

### **Notes**

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.