



RIDGEWOOD SCHOOL

TITLE:	Receptionist
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RESPONSIBLE TO:	PA to the Headteacher
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PURPOSE OF THE POST:	<p>To provide an effective reception area for the school. To provide high-quality customer service for a busy reception area by dealing with all visitors and callers to the school in a professional manner and providing assistance, directions and information as required. All employees contribute to the safeguarding and promotion of the welfare and personal care of children and young people with regard to appropriate Child Protection Procedures.</p>
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DUTIES AND RESPONSIBILITIES/KEY TASKS:

Main Duties

- Ensure an efficient reception service by dealing with all visitors in a prompt and friendly manner.
- Operate the School's telephone system effectively by transferring calls, taking messages and identifying issues that can be dealt with by reception.
- Provide assistance to staff and students with any queries made at the reception area by resolving or redirecting queries and giving advice where appropriate.
- Ensure that students who are late or leave the school site during the day have followed the signing out procedure.
- Manage the reception email inbox and send out the daily notices each day.
- Maintain the reception area and entrance. Ensuring that the areas are in a clean, tidy, and attractive condition.
- Contact the site team for any deliveries and ensure deliveries are not left in reception for extended periods of time.
- Ensure the display board in reception is switched on each day.
- Review and ensure sufficient stocks are maintained for all leaflets held in reception.
- Assist with general administrative duties as required from time to time.
- Comply with data protection requirements and maintain confidentiality.
- Undertaking and participating in any training as and when required.
- Participate in staff events by arrangement.
- Attend relevant and/or staff meetings as needed.
- Develop and keep effective working relationships with other staff and parents/carers.
- Follow school policies, practices, and procedures.
- The academy has a commitment to be inclusive in terms of ethnicity, gender, disability, social background, and academic ability and expects all staff to share this responsibility.
- Act in accordance with legal provisions regulating confidentiality and security of data and under GDPR regulations
- The post holder will have a shared responsibility for the safeguarding of all children and young people.
- Inform the Child Protection Officer of any issues relating to the safety and well-being of students.

Miscellaneous

- To participate in personal annual review process.
- To be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- To co-operate with the employer on all issues to do with Health, Safety and Welfare.
- To undertake such other reasonable tasks that the Headteacher may from time to time reasonably request.

Hours of work to be 37 hours per week term time only. Daily hours to cover the school working day.

This job role sits alongside the requirement for staff to abide by all school policies and relevant national and local requirements including terms and conditions and national standards. This job profile is not exhaustive and the post holder may be required to undertake other duties as necessary and appropriate.

Note: This job description is not your contract of employment or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed.

**All posts at the school are subject to a six month probationary period.
Confirmation of the position is subject to satisfactory completion of this
period.**