



## Job Outline

Receptionist

**Responsible to:** Officer Manager

**Salary Grade:** Scale 3 Points 4-5

**Full time/Part time:** 37 Hours per week, 40 weeks per year (38 weeks' term time, 1 week non pupil days and 1 week during the school holidays).

### Job Purpose

To provide a professional receptionist and general administrative support service to the School.

### Key Responsibilities

- Be the first point of contact for both telephone and face to face enquiries and take messages where appropriate.
- Accept and sign for deliveries as appropriate.
- Undertake general admin duties as required by the Office Manager.
- Receive and deal with enquiries from visitors, parents, staff, Governors, both over the telephone and in person.
- Be responsible for the sorting and distributing of incoming post and the sending of outgoing post.
- Communicate when required via radio with Caretakers/cleaning staff/Medical Room
- Responsible for set-up (or lock up) of the reception area.
- Ensure school security arrangements are always complied with, including the issue of visitor's badges and signing in and out of the visitors', taking photo ID as required and updating the Single Central Register of visitors.
- Manage the diary for meetings, room bookings both internal and external and for outside agencies as required.
- Manage, maintain and update the school calendar.
- To assist in school events such as Open Evenings, Parent Evenings, Prom, Sports Presentation.
- Access and forward school emails on a daily basis.
- Organise distribution of reminder slips for appointments or messages as required.
- Ad hoc hospitality responsibilities as required.
- To undertake First Aid training and support the Medical Room when required.
- To occasionally, as directed by the Office Manager, cover for Medical Room and Reprographics Technician.
- Troubleshooting problems/issues for parents (i.e. getting through to the appropriate person for their concern)



- To be proficient - or undertake training - in school systems - SIMS, GroupCall, Go4Schools and other systems as required.
- Offer support to staff for various items including locating teachers, students etc.

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Office Manager to carry out appropriate duties within the context of the job, skills and grade.

### **General**

- Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- Comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- Ensure all duties and services provided are in accordance with the trust's Equal Opportunities Policy

The Board of Trustees are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task needing to be undertaken may not be identified.

This job description may be amended at any time following discussion with the Headteacher and/or CEO, and will be reviewed annually.