



### **Job description**

**Job Title:** Lettings Receptionist  
**Department:** Finance & Lettings  
**Responsible to:** Finance Manager (for Reception / Lettings)

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#### **Job Purpose**

To provide an efficient and professional reception service for all academy users and to provide basic administrative support to the Lettings Co-ordinator.

#### **Safeguarding**

Our academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

#### **Main Duties**

##### **Reception & Lettings Service**

- 1.1 To welcome visitors to the academy
- 1.2 To act as focal point for all enquires during lettings periods, providing outstanding customer service
- 1.3 To maintain a paper/electronic signing in/out register for lets
- 1.4 To monitor visitor access and maintain security arrangements during letting periods, controlling entry to the Academy, reporting concerns to the Buildings Operations Assistant
- 1.5 To ensure lettings run to the scheduled timings, notifying the Lettings Co-ordinator if there are any issues
- 1.6 To ensure the reception area is clean, tidy and welcoming
- 1.7 To be fully aware of Fire and Evacuation procedures. To be the focal point for contacting the emergency services if required and to be familiar with radio handsets for emergency procedures
- 1.8 To be fully aware of Visitors Safeguarding procedures, reporting any concerns to line manager and Designated Safeguarding Lead.
- 1.9 To report any accidents on site during the shift
- 1.10 To support the Lettings Co-ordinator in continually improving the lettings service: sharing customer feedback with the Lettings Co-ordinator and promoting the use of facilities.

##### **Music School**

- 2.1 Under direction of the Music Teacher, to administer the Music School liaising with Music tutors, students and the Finance department.

##### **Administration**

- 3.1 To provide basic administrative support to the Lettings Co-ordinator as required.
- 3.2 To assist the Lettings Co-ordinator with the Lettings Reception rota.
- 3.3 To maintain a Google Team Drive with up to date information for Lettings Receptionists
- 3.4 To ensure effective communications with Casual Lettings Receptionists

### ***Health and Safety***

- 4.1 To ensure a safe and healthy environment is maintained within the departmental area, referring any areas of concern to the Line Manager and Facilities Team

### ***General***

- 5.1 To attend required meetings and training sessions
- 5.2 To participate in the appraisal process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- 5.3 To comply with individual responsibilities for health & safety in the workplace in accordance with the academies' Health & Safety Policies and Procedures. This includes completion of health and safety training
- 5.4 To ensure that all duties and services provided are in accordance with the academies' Equal Opportunities Policy
- 5.5 To maintain confidentiality in all academy related matters
- 5.6 To undertake any other duties commensurate with the post, as directed by Line Manager

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### ***Notes***

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out
3. The job description is not a comprehensive definition of the post. It should be reviewed annually by the Line Manager and post holder. It may be subject to amendment to meet the changing demands of the academy at the reasonable discretion of the Head of Academy
4. This job description does not form part of the contract of employment

## **Other Clauses**

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment
2. This 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.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal/Group/Chief Executive
5. There may be occasions when it will be necessary to cover other Administrative roles within the academy or to work with the administrative team when there are peaks and pressing issues.
6. 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.
7. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

## **Safeguarding**

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

### Person Specification

<b>Criteria</b>	<b>Standard</b>	<b>Essential /Desirable</b>
1. Specialist Knowledge & Experience	<ul style="list-style-type: none"> <li>● Basic Reception skills and knowledge</li> <li>● Good IT skills including Microsoft Excel/Word or Google Docs/Sheets</li> </ul>	E
	<ul style="list-style-type: none"> <li>● Experience of working with lettings/events</li> <li>● Experience of working in a school</li> <li>● First Aid Certificate</li> </ul>	D
2. Organisation & Planning	<ul style="list-style-type: none"> <li>● Ability to organise workload, working to tight deadlines under pressure, whilst maintaining attention to detail</li> <li>● Ability to administer Music School bookings</li> </ul>	E
3. Problem Solving & Initiative	<ul style="list-style-type: none"> <li>● Ability to resolve problems by assessing situation and using judgement for best course of action</li> <li>● Ability to stay calm under pressure</li> <li>● Ability to use initiative and work independently</li> </ul>	E
4. Communication	<ul style="list-style-type: none"> <li>● Ability to communicate effectively to a variety of audiences, both orally and in writing</li> </ul>	E
5. People Skills & Customer Focus	<ul style="list-style-type: none"> <li>● Ability to build and maintain effective relationships with others</li> <li>● Ability to work effectively as part of a team</li> <li>● Demonstrate a commitment to equality.</li> <li>● Experience of providing excellent customer service, both to internal and external customers</li> <li>● Ability to be proactive and anticipate customer needs</li> </ul>	E
7. Flexibility & Adaptability	<ul style="list-style-type: none"> <li>● Willing to work flexibly to meet business needs</li> <li>● Willing to develop and learn in the role and undertake appropriate training courses</li> </ul>	E
8. Safeguarding	<ul style="list-style-type: none"> <li>● Understanding of safeguarding / child protection procedures</li> </ul>	E