

Witton Park

Academy

Job title:	Customer Support Officer - Main Reception
Reports to (job title):	Office Manager
Hours of work:	37 hours - term time plus two days 08.00am-16.00pm
Grade and Term	Grade C (SCP 3- 5),
Location:	Witton Park Academy

Main Purpose / Responsibility

To make a full contribution to the core ethos and aims of Academies within AtC Trust.
 To assist in the provision of high quality, professional, flexible, clerical administration and Reception service to the school.
 To provide high quality customer care to parents and pupils being a positive Ambassador for the organisation as the first point of contact.

Main Duties

- Be the first point of contact and promote a welcoming environment to all visitors and callers.
- Effective communication and positive contact with all parts of the Witton Park community.
- Resolve queries and questions from parents, pupils and staff in a professional manner liaising with relevant members of the school team for assistance as appropriate.
- Follow safeguarding procedures ensuring visitors are accurately signed in and out, given passes checking DBS information, escorting visitors where applicable and sharing key arrival information with them.
- Make calls and arrange parental meeting appointments where required.
- Provide general clerical support e.g. photocopying, filing, data entry work, word processing tasks including letters, emails, ensuring accuracy of information on all systems and correspondence.
- Prioritise and ensure timely dissemination of matters which may require Senior Leadership/safeguarding team involvement.
- Welcoming pupils each morning, checking uniforms and where applicable sign them out safely.
- Be responsible for data entry/inputting and any other paperwork associated with working in a school office environment.
- Assist with pupil First Aid/welfare duties liaising with parents and staff as appropriate, completing associated paperwork including the Accident Book in serious instances..
- Assist with the delivery of resources to classes and ensure that stock levels are maintained.
- Receive incoming goods/post and forward these to appropriate team members at school.
- Ensure the reception area remains tidy and that literature and forms are updated and replenished as necessary.
- Ensure workloads are effectively managed and prioritised to meet relevant deadlines.
- Set high expectations of conduct, whilst acting as a good role model for others.
- To be aware of and comply with all school policies and procedures and, to report any concerns immediately ensuring the health, safety and welfare of staff and pupils.
- Attend and participate in relevant meetings as required.
- Participate in training, other learning activities, and performance development as required.
- Promote and safeguard the welfare of pupils you come into contact with.
- Follow Attendance Processes for Signing in and out Pupils
- To carry out any other duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding Commitment

AtC is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the Trust. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.