

RECEPTIONIST



The Barlow RC High School

"Learn, Achieve, Succeed"

SERVICE - PRAYER - ACHIEVE - RESPECT

JOB DESCRIPTION

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| Department | Support Staff |
| Directly Reporting to | Administration Manager |
| Indirectly Reporting to (if applicable) | School Business Manager |
| Liaising with | Headteacher Leadership Team Teaching and Support Staff |

Purpose of Job/Role

Under the direction of the Administration Manager, to act as the main school receptionist, ensuring the efficient and effective management of the school's telephone switchboard, undertaking general reception duties and providing an efficient, responsive and high-quality administration service to the school.

Main Responsibilities

Reception

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| 1 | To provide a reception service which promotes a positive and professional image of The Barlow including: Controlling access of visitors to the school using the secure entry system. |
| 2 | Welcoming visitors to the school and ensuring that they are signed in and allocated appropriate visitor clearance in accordance with the school's safeguarding procedures. |
| 3 | Answering the main school switchboard, redirecting calls and taking messages for staff as appropriate and ensuring these are followed up by use of the school's call alert system. |
| 4 | Managing the school's main email inbox, replying and forwarding messages as appropriate |
| 5 | To respond to telephone, email and face to face enquiries from parents, staff, students and the public in a courteous and professional manner |
| 6 | To be responsible for maintaining the professional appearance of the main reception area, boardroom and interview room |
| 7 | To accept all deliveries, and arrange distribution to the relevant department in conjunction with the site team. |
| 8 | To deal with all incoming mail and ensure that it is distributed to staff appropriately. |
| 9 | To organise all external mail and parcels including recorded deliveries, franking post as appropriate. |

Administration

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| 1 | To be responsible for maintaining an up-to-date internal telephone directory |
| 2 | To maintain and update all administrative systems and processes as required, including retrieving and collating information to ensure delivery of a high-level reception and administration service |

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| 3 | To assist the other administrative staff in the provision of a whole school administrative and clerical support function. |
| 4 | To assist with looking after sick students and liaising with parents and staff etc. |
| 5 | To administer medication to students in line with school policy. |
| 6 | To ensure accuracy and confidentiality of all information produced |
| 7 | To provide cover for other administrative colleagues when required |
| General | |
| 1 | To uphold the Catholic ethos of the school including attendance at whole school events. |
| 2 | Actively promote equal opportunities and support the delivery of services which are accessible and appropriate to the diverse needs of service users. |
| 3 | To contribute to the development of both the administration department and the school. |
| 4 | To identify own personal development needs, to participate in training and other learning activities and the school's performance management process. |
| 5 | To comply with the school's health and safety policy and legislation. |
| 6 | To be committed to safeguarding and promoting the welfare of students and record/report any concerns promptly and accurately. |
| 7 | To be aware of and comply with policies and procedures relating to security, confidentiality and data protection, reporting all concerns to an appropriate person as soon as they arise. |
| 8 | Any other duties and responsibilities within the range of the salary grade. |