

JOB DESCRIPTION

JOB TITLE: Receptionist

SECTION: Varndean School

1. PURPOSE OF JOB

Under the instruction/guidance of senior staff, provide general administrative and receptionist support to the school as required.

2. PRINCIPAL ACCOUNTABILITIES

Organisation

- Undertake reception duties, answer **general** telephone calls, redirect calls, pass on messages to others as required and deal with face to face enquiries and sign in visitors.
- Act as first point of contact for Head Teacher / management team, including telephone enquiries, receiving visitors, arranging hospitality and dealing with mail with an emphasis on customer service.
- Assist with pupil first aid/welfare duties, look after sick pupils, liaise with parents / staff etc.
- Oversee pupils not in class or at the end of the school day as required.
- Assist with arrangements for school trips, events etc.

Administration

- Provide general clerical / admin support e.g. photocopying, filing, emailing, completing standard forms and responding to routine correspondence.
- Maintain manual and computerised records / management information systems.
- Maintain filing systems as required.
- Produce lists / information / data as required, e.g. pupil data.
- Maintain and collate pupil reports.

- Undertake or oversee a range of typing, word-processing and other IT based tasks for the Headteacher, other teaching and support staff, generating routine correspondence as required.
- Take notes at meetings.
- Sort incoming and outgoing mail and distribute accordingly.
- Undertake administrative procedures.

Resources

- Operate relevant equipment/ICT packages (e.g. Google Chrome, Microsoft Office, Internet).
- Maintain stock and supplies, cataloguing and distributing as required.
- Provide general advice and guidance to staff, pupils and others.

Responsibilities

- Be aware of and comply with related policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

Signed: _____

Date: _____

PERSON SPECIFICATION

JOB TITLE: Receptionist

CRITERIA

ESSENTIAL CRITERIA

Job Related Education and Qualifications and Knowledge

- Minimum NQF Level 2 or equivalent qualification or experience in relevant discipline.
- Good knowledge and understanding of relevant ICT packages.
- Knowledge of relevant policies / codes of practice and awareness of relevant legislation.

Experience

- Demonstrable experience of clerical / administrative work, likely to have been gained over a period of one year.

Skills & Abilities

- Good numerical skills to undertake a variety of tasks, e.g. collecting monies, maintaining accounts for schools activities, undertaking banking, checking travel / expense claims.
- Good literacy skills to undertake a variety of tasks, e.g. maintaining records, minute taking, maintaining diary(ies) producing a range of correspondence.
- Good keyboard / computer skills where this is appropriate for the role, e.g. production of reports, correspondence, inputting /updating personnel or financial information.
- Able to relate well to children and adults and demonstrate excellent customer service skills, e.g. dealing with visitors, passing information/messages to other staff, dealing with sick children, providing straightforward advice on first aid etc.
- Some analytical skills required, e.g. to resolve discrepancies between financial records.
- Able to demonstrate sensitivity and tact.
- Able to maintain confidentiality.
- Able to work accurately and with attention to detail.

- Alertness and concentration, e.g. when counting dinner money, producing financial information, minute taking and drafting correspondence.
- Able to undertake short term planning, e.g. managing own workload, ensuring deadlines are met, planning for school activities, e.g. school trips/sports day.
- Able to deal with more complex queries and know when to refer to more senior staff.
- Able to work constructively as part of a team and to understand school roles and responsibilities and your own position within these.
- Able to identify own training and development needs and co-operate with means to address them.
- First Aid Trained (training available)

Equalities

- To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.