

Job Description

Job Title:	Receptionist and clerk	School Name:	Keyworth Primary School
Grade and Range:	Grade 3 sp 9 – 16	Hours:	36
Reports to:	The Office Manager	Working Pattern:	Term Time only
		Supervises:	None

Purpose:	<p>To act as Receptionist and Clerk in the school office, by providing support for a range of office functions:-</p> <ul style="list-style-type: none"> • As the first point of contact, to provide a welcome that gives credit to our outstanding school • To provide reception and telephone support for the school • To assist in the smooth and professional running of the busy school office. • To assist in the maintenance of the various school computerised databases of pupil information. • To provide clerical support to the school's administrative function

Principle Accountabilities:

1. Providing reception and telephone support for the school including:-

- Receiving and dealing with children, parents and carers, staff, other professionals and visitors as appropriate
- Operating the school's telephone system by dealing with queries, transferring calls, taking and delivering messages
- Contacting children, parents and carers, staff, and other professionals as needed

2. Providing clerical support to the school's administrative function including:-

- Ensuring that attendance registers are accurately maintained
- Collecting uniform and other payments and keeping an accurate record of monies received, in line with school procedures
- Dealing with the ordering, provision and payment of uniform keeping an accurate record of monies received, in line with school procedures
- Photocopying, collating and delivering documents for a range of staff
- Receiving and sorting incoming mail for delivery to appropriate staff
- General data entry and basic word processing
- Maintaining the school's database of pupil attendance records, liaising with teachers and the Education Welfare Officer as appropriate
- Providing assistance with other information databases as needed
- Filing as needed

General Statements	<ul style="list-style-type: none"> ▪ Required to carry out all reasonable duties and responsibilities of the post in accordance with the Councils' policies and procedures and standing orders ▪ Enactment of Health and Safety requirements and initiatives as appropriate ▪ All employees are required to declare any conflict of interest that may arise before or during their employment ▪ Any outside activities, either paid or unpaid, must not in the view of the school conflict with or react detrimentally to the Authority's interest, or in any way weaken public confidence in the conduct of the school's business
	<ul style="list-style-type: none"> ▪ Undergo and meet school conditions for a satisfactory enhanced DBS check ▪ Must comply with all equality legislation, policies and procedures; actively promote ways of eradicating and challenging racism, prejudice and discrimination through the School's policies and procedures ▪ To have due regard for safeguarding and promoting the welfare of children and young people, and to follow the child protection procedures adopted by the Southwark Safeguarding Children Board ▪ Ensuring work is in line with the School's Green Commitment Policy goals ▪ Being aware of responsibilities under the Data Protection act for the security, accuracy and relevance of information held and maintained ▪ Treating all information acquired through your employment, both formally and informally, in strict confidence ▪ To demonstrate a commitment to good customer care. ▪ Any other duties of an appropriate level and nature will also be required
To contribute as an effective and collaborative member of the School Team	<ul style="list-style-type: none"> ▪ Participating in training to be able to demonstrate competence ▪ Participating in first aid training as required ▪ Participating in the ongoing development, implementation and monitoring of the service plans ▪ Contributing in meetings and being a supportive member of the school team

Person Specification

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		Essential (E) or Desirable (D)
Knowledge / qualifications:	<ul style="list-style-type: none"> ▪ Computer literate ▪ A knowledge of how to diffuse and de-escalate situations with a variety of adults 	E E
Experience:	<ul style="list-style-type: none"> ▪ Experience of working with the public ▪ Experience of dealing with people with a diverse range of needs, including those who have disabilities, learning difficulties, little or no English, and/or poor social skills ▪ Experience of working with telephone systems 	E E E
Aptitudes, skills and competencies:	<ul style="list-style-type: none"> ▪ Ability to ensure ALL those entering the office are treated compassionately, with respect and in a timely manner ▪ Ability to communicate with care and discretion with everyone ▪ Ability to work pro-actively and efficiently ensuring the office works as a professional and effective team ▪ Ability to organise one's own tasks with minimum supervision ▪ Excellent telephone manner ▪ Excellent Interpersonal skills ▪ Ability to work as an effective and reflective team member ▪ To understand and be able to successfully implement all safeguarding & Health & Safety protocols 	E E E E E E E E
Special conditions:	<ul style="list-style-type: none"> ▪ Governed by the National Agreement on Pay and Conditions of Service, supplemented by local conditions as appropriate ▪ Motivated to work with children & young people ▪ Ability to form & monitor appropriate relationships & personal boundaries with children & adults ▪ Emotional resilience in working with challenging behaviours ▪ Appropriate attitudes to use of authority & maintaining discipline ▪ The postholder may be required to work outside of normal school hours on occasion, with due notice. ▪ To undergo an enhanced DBS check – individuals on the ISA barred list should not apply. 	E E E E E E