



Mill Hill School

Job Description

Job Title:	School Receptionist
Contract Type:	Permanent, Full-time, Full Year
Reporting To:	Office Manager
Hours:	40 hours per week, although flexibility in working arrangements will be required
Holidays:	25 days annual leave plus statutory bank holidays
Pension:	Contributory stakeholder pension scheme

Purpose of Post

To welcome visitors and guests presenting a positive first impression of the school.

The post holder will work closely with the PA to the CEO/Head and Principal Deputy Head as well as with the other members of the School Office team.

While the main purpose of the role is to welcome visitors, administrative tasks will also be undertaken by the post holder.

Main Duties and Responsibilities

Reception

- To meet and greet school visitors, displaying courtesy, tact and warmth, in order that visitors are welcomed in a friendly and professional manner.
- Ensure the visitors log is accurate and that visitors are issued with badges.
- Answer the main switchboard telephone in a friendly and professional manner.
- Respond to personal enquiries efficiently and effectively.
- To book taxis for visitors.

Administration

- Manage and distribute incoming office e-mail mails including Parent e-mails
- Manage the booking of on-site meeting rooms
- Provide general clerical and administrative support as directed by the Office Manager including photocopying, filing, emailing, and sorting and distributing mail.
- To work with the Office Manager to update the Staff Handbook as required
- To support parents' evening by producing staff name badges, desk plaques and door signs.

- Support the Travel and Transport Administer role during absence
- Manage all post coming in and out of the Office
- Manage the franking machine
- Locate staff and pupils as required.
- Assist with managing lost property.

General

- Participate in training and development activities and programmes, and attend and participate in meetings as required.
- Comply with, and assist with the development of policies and procedures, and report all concerns to an appropriate person, in respect of:
 - Child protection
 - Health, safety and security
 - Confidentiality, and
 - Data Protection
- Perform any other duties as requested by the Office Manager as commensurate with the post.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification at any time after consultation with the post holder.

Person Specification

Qualifications and Skills

- Excellent verbal and written communication skills, and strong stakeholder management skills.
- Strong organizational and planning skills.
- A creative mind with an ability to suggest improvements.
- Excellent time management skills and ability to multi-task and prioritize work. Experience of working in a fast-paced environment.
- Attention to detail and problem solving skills
- Proficiency in MS Office (MS Excel, MS Word and MS Outlook) database packages and internet systems.

Experience and Knowledge

- Previous experience in a similar administrative role level (minimum 2 years' experience)
- Previous experience of working in a school environment (desirable)

Abilities, Skills and Attributes

- Ability to build and form working relationships with pupils, parents and colleagues, to work across operational boundaries
- Be able to work well as a member of a team.
- Demonstrate attributes of discretion, tact and diplomacy.
- Show initiative, drive and commitment to ongoing improvement.
- Be articulate and presentable.
- Be creative problem-solver with the ability to think ahead.

- Have good negotiation skills.
- Excellent administrative and organisational skills; with good attention to detail and the ability to use initiative and prioritise workload.
- Demonstrate a co-operative, reliable, customer responsive with a “can do” attitude with good communication skills both on the telephone and in person that allows effective communication at all levels of the school.
- Demonstrate an aptitude and acceptance of working within an environment that has numerous interruptions, changing workload demands and new organisational challenges.
- Be able to work under pressure and meet deadlines whilst producing work that is accurate.