



Receptionist/Administrator

JOB DESCRIPTION

Main duties:

Reception:

- Lead role in managing reception to ensure an excellent “front of house” service is provided to pupils, parents, carers, teachers and other visitors at the various reception points.
- Ensuring all visitors sign in and out on our signing in system, confirming relevant identification checks have been completed and correct lanyards have been given.
- Receiving, logging, passing on and if necessary following up messages regarding pupils in a timely and effective manner.
- Ensuring all visitors to the school are aware of safeguarding and health and safety policies.
- Answer incoming calls to the school, dealing with all queries professionally, relaying messages to relevant staff members as required.
- Inform parents or emergency contacts when necessary of any concerns.
- Liaise with parents regarding student needs following injury or illness at school including organising with parents/carers for pupils if appropriate to go home.
- To ensure the well-being of pupils who have been sent for first aid.
- Have a commitment to Child Safeguarding, to promote the welfare of children and young people in accordance with the School's agreed procedures.
- Receive all deliveries, direct and notify recipients of their arrival in a timely manner.
- Keep up-to date with all ongoing school events.
- Being familiar with the school website and the information it relays to parents.
- To be responsible for the daily attendance
- To ensure the dinner numbers are taken accurately and the school kitchen is informed with numbers promptly.

Administrative Duties:

General Administration

- Provide routine clerical support as required, e.g. photocopying, e-mailing, prepare letters, complete routine forms, maintain confidentiality of all the School's records.
- Maintain and update the school's management information system (Arbor).
- Work with the administrative team to ensure that all work received into the office is completed in line with agreed timeframes.

Other

- Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Be aware of and support services to ensure all pupils have equal access to opportunities in which to learn and develop.



- To participate in the school's performance management scheme, ensuring that performance standards and targets are set and met within the agreed time scale and taking personal responsibility for professional development in discussion with the line manager.
- Undertake any reasonable duties from time to time commensurate with the grade of the post. Have a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.
- Comply with the requirements of health and safety, other relevant legislation and school policies and to understand and comply with the school's Equal Opportunities Policy.
- Maintaining high and professional standards as the front-line service to the school.

Review

This job description does not define in detail all duties or responsibilities of the post. It will be reviewed and may be subject to modification or amendment after consultation with the post holder.

Receptionist Person Specification

	Essential	Desirable
Qualifications-		
Qualification or In depth experience in relevant area		X
First aid		X
Experience-		
Ability to communicate confidently and professionally with parents, students, staff and all visitors with a warm, friendly and helpful attitude.	X	
Ability to deliver excellent customer service in all interactions	X	
Knowledge-		
Excellent attention to detail	X	
Excellent literacy/numeracy skills	X	
Effective use of specialist IT packages such as Microsoft office suite	X	
Ability to plan, organise, and prioritise	X	
Ability to work under pressure and work to tight deadlines	x	
First aid at work or willing to undergo training		X
Skills and Attributes-		
Ability to provide a safe environment, ensuring that the needs of the young people are met at all time	X	
Ability to form trusting relationships with young people and adults	X	
Effective communicator	X	



**St Mark and
All Saints**

*"Together we care, learn and achieve"
In the name of Jesus, The Good Shepherd
C of E Primary School*



**THE GOOD
SHEPHERD TRUST**
Diocese of Guildford
TRANSFORMING SCHOOLS
THROUGH CHRISTIAN VALUES

Good interpersonal skills	X	
High level of personal organisation	X	
High level of personal organisation	X	
Embraces change well	X	
Ability to work as a team, collaborating well with others	X	