



JOB DESCRIPTION



- Post:** Receptionist
- Location:** Academy based
- Salary:** Grade 2 £24,027 - £24,790 (fte) / £20,666 - £21,323 (actual)
- Contract:** Maternity Cover
- Status:** Term Time Only plus 5 days
- Hours:** 37 hours per week, 39 weeks per year
- Reports to:** Office Manager

Purpose of the role

The overall purpose of the post is to be the first point of contact for visitors and telephone callers. The post holder will provide clerical and administrative support to the school; responsible for administrative and receptionist duties – promoting a welcoming environment; promoting and supporting effective communication with school and parents, promoting and supporting effective day-to-day organisation within school.

Administration

- Deal with general enquiries either by telephone or face to face and sign in visitors, ensuring safeguarding procedures are followed and prioritised.
- Open, sort and distribute incoming mail and prepare outgoing mail.
- Provide administrative support including word processing and IT based tasks including knowledge of various ICT packages and the operation of office equipment.
- Process forms and returns including those to outside agencies.
- May be the first point of contact for sick pupils and liaise with parents/carers/staff.
- Administer meeting room bookings.

- Assist with producing marketing and promotional material for the school.
- May assist with the administration of school lettings and other uses of school.
- May assist with website administration.

Resources

- May monitor and manage stocks and supplies, creating purchase orders as required.
- May assist with ParentMail administration.

Systems, policies and procedures

- Contribute to the planning and development of administrative procedures and systems.
- Knowledge of and adherence to school administrative systems, policies and procedures.

Team involvement

- May demonstrate administrative duties to new or less experienced staff.
- Works closely with the school office team but will need to engage with stakeholders at all levels of the organisation.

Building professional relationship

- Communicates with other school staff and teachers, senior leadership team, pupils, parents / carers, suppliers, visitors.

Record keeping and information management

- Maintaining and updating of records and systems.

Problem solving and decision making

- Makes decisions about own administrative work. Decision-making is short term; more complex decisions are referred to senior staff.

Knowledge, skills, qualifications and experience

- Knowledge for implementing a range of administrative procedures, including IT packages and systems. Knowledge and skills equivalent to national qualifications level 3.
- Essential – GCSE English and Mathematics minimum grade 4/C or equivalent.
- IT and keyboard skills.
- Excellent communication and customer service skills

Physical demands and working conditions

- Normal physical effort with a mixture of sitting, walking and carrying minor loads.
- Work normally carried out in an office environment.

Flexibility Clause

As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

Variation Clause

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the Principal/Manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

Fluency in English

The post is covered by Part 7 of the immigration Act (2016) and therefore the ability to speak fluent and spoken English is an essential requirement for this role.