

**Maiden Erlegh Trust**

**Job Description**

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| **Role** | Receptionist | **School/Department** | | Please refer to advert |
| **Grade** | Grade 3, SCP 5-6 | **Reports to** | | Deputy Office Manager |
| **Job Evaluation Code** | MET028 | **Hours of work** | | Please refer to advert |
| **Purpose** | The postholder will be required:   * To provide efficient, effective and confidential reception support to the school. * To promote a professional and positive image of the school at all times. * To provide first-class customer service to all stakeholders. * To ensure that all visitors and callers to the school are presented with a positive image of the school. * To support all stakeholders with queries as required. | | | |
| **Scope** | **Staff responsibilities:**  None | | **Financial accountability:**  N/A | |
| **Relationships** | The postholder will garner positive relationships with a range of stakeholders. These will include, but are not limited to, school leaders and colleagues in other Trust schools, school staff, students, parents/carers and external agencies as required. | | | |
| **Supporting Maiden Erlegh Trust** | The postholder may occasionally be required to support other schools in the Trust. | | | |
| **Main duties and responsibilities** | 1. To provide a full range of receptionist support:    1. Meet all visitors to the school, deal with general enquiries by phone and in person from parents, pupils, students and outside agencies.    2. Ensure that visitors are admitted and managed in accordance with local safeguarding procedures, including the maintenance of the Inventry system.    3. Ensure that safeguarding issues are recorded on CPOMS.    4. Assist the SBM with fire evacuation policies and procedures.    5. Take messages and refer matters which are not of a routine nature to the appropriate person.    6. Receive and distribute incoming mail and frank all outgoing mail.    7. Record keeping and filing.    8. Inputting pupil data.    9. Photocopying and distributing information.    10. Dealing with enquiries from staff.    11. Supporting the provision of First Aid. 2. Any other duties that reasonably fall within the purview of the post, which may be allocated after consultation with the post holder. | | | |
| **Other requirements and responsibilities** | Enhanced DBS clearance required.  To act as ‘gatekeeper’ to the school, ensuring that the DBS status of visitors is understood and arrangements are applied as required. To understand and follow safeguarding procedures in respect of extra-curricular activities and admittance of students to the school. | | | |

The Trust retains the right to implement changes in job descriptions and person specifications to reflect changes in the demands of the post. Where this is necessary this will be done in consultation with you.

*Maiden Erlegh Trust is an Ethical Leadership Pathfinder organisation and we are committed to safeguarding, equality and promoting the welfare of children and young people. We are also committed to having the highest expectations of pupil/students and staff, and supporting everyone to reach their full potential.  All employees of the school and Trust are expected to share these commitments. All posts require satisfactory employment checks and references and a satisfactory enhanced Disclosure and Barring Service check. All Leadership roles will require a Section 128 check.*

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Post holder

**Maiden Erlegh Trust**

**Person Specification**

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| **Role** | Receptionist | **School/Department** | Please refer to advert |
| **Qualifications, training and education** | * NVQ Level 2 or equivalent; * First aid qualification or willingness to undertake training. | | |
| **Experience** | * Experience in a similar environment; * Experience of working in a customer facing role; * Experience of working within a busy, diverse environment. | | |
| **Skills and abilities** | * Microsoft Office skills; * Knowledge of Bromcom/ other MIS software; * Good general communication skills, both written and oral; * Good organisation skills – able to prioritise workload; * Ability to identify customers’ needs quickly and deal with queries efficiently; * Reliability, tact, diplomacy, confidentiality and sensitivity are paramount to this post; * Able to work independently but also as part of a team; * Flexible approach to working and a good team player; * Flexibility to cover absence of other reception staff, as required. | | |
| **Requirements specific to the role** | All staff and volunteers are expected to be committed to safeguarding, equality and promoting the welfare of children and young people.  To ensure awareness of local safeguarding policies and procedures and to report any  concerns or information received as required. | | |