**Receptionist**

Job Description and Person Specification

**Job Title:** Receptionist

**Responsible to:** Office Manager

**Hours Per Week:** Part time 22 hours per week, 3 days a week, term time only plus training days

**Salary:** Scale 1, Point 2 – 3 (£22,366 - £22,737) pro rata

**Main Purpose of the Role:**

To provide an effective, efficient and cheerful reception service, being the first point of contact for visitors both face to face and via email/telephone.

Supporting the effective dissemination of information to parents and carers via the school website and newsletter.

**Key Duties:**

1. Provides a friendly welcome to the school for the whole school community and every visitor.
2. Supports the wider office team in administrative tasks in support of office procedures, and communications to parents and carers;

**Office Procedures:**

1. Filing documents both electronically and manually.
2. Responds to correspondence and emails on behalf of the School and Headteacher,
3. Undertakes website administration, as directed by the Senior Administrator;
4. Prepares draft reports, minutes, agendas, and in particular newsletters under direction of Senior Administrator
5. Ensures all Communication (by phone, email, in person is delivered to the standard required by the School,
6. Receiving, sorting and distributing post.
7. Prepare standard letters and memos, documents and returns as directed, including supply folders for agency workers.
8. Answering the telephone, taking messages, giving advice and responding to general enquiries.
9. Providing an excellent reception service, dealing with callers, visitors, parents and children.
10. Understanding and complying with data protection requirements and guidelines on confidentiality, child protection, health and safety and security, reporting any concerns to the appropriate senior manager.
11. Receiving and assisting visitors on behalf of the Headteacher.
12. Responsible for the Control and ordering of medical and stationery stock;
13. Maintain all public facing notice, photo and digital boards;

**Staff and Student Records:**

1. Record daily pupil attendance data, following up absences promptly and in accordance with the school policy. Support the production of attendance data to help analyse trends and highlight areas of concern for follow up.

**Pupil care and welfare:**

1. Being a trained First Aider for the school, dealing with minor first aid issues as required.
2. Recording health and safety incidents as per the schools’ Health, Safety and Welfare policy.

**Financial Support:**

1. Placing, receiving and checking of school orders, distributing goods received as required.
2. Receives payments, ensures safekeeping of monies prior to banking and in line with financial procedures;

**Support to School Managers:**

1. Handles telephone enquiries on behalf of the Headteacher
2. Undertaking any other duties that are within the scope of the post, as determined by the Line Manager or Headteacher

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|  | Essential Criteria | Desirable Criteria |
| Knowledge& Qualifications | * Good general education
* Sound understanding of Microsoft packages
 | * Educated to GCSE level or equivalent (A-C in English and maths), or NVQ2
* First Aid training
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| Experience | * Experience of working in a busy office environment
 | * Experience working in a school
* Experience in using school databases (SIMS)
* Experience in maintaining office systems
* Experience of customer service
* Experience at PA level
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| Skills & Aptitude | * Basic ICT skills
* Good Numeracy and Literacy Skills
* Able to relate well to children and adults – with a positive and pragmatic style
* Good organisational skills
* Excellent customer service
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| Core Competencies: | * Deals effectively with familiar or commonly occurring queries/enquiries;
* Identifies the important results that need to be achieved on a weekly/monthly basis
* Promotes good working relationships – is a proactive member of the team
* Manages own time effectively
* Willing to engage in own professional development
 | * Is aware of the requirements of the school and identifies appropriate actions for self and team
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