

Job Description

Job Title	Receptionist
Grade	C/D
Responsible To	Office Manager
Staff Managed	None
Job Family	Administration
Job Purpose	To be responsible for the reception of all visitors to the school and a central point of contact for students, staff and parents. You will be dealing with queries in person, by phone, email and post in an efficient and accurate manner.
Job Context	Works within the busy environment of the school office and office reception providing an administrative, reprographics and reception service, where excellent organisational skills are essential in order to deal with the variety of tasks that need to be undertaken.
Accountabilities / Main Responsibilities	
Key strategic elements of the job	<ul style="list-style-type: none"> ● Provision of a high quality reception service to all users of the school, ensuring a welcoming and efficient reception ● Provide hospitality for visitors ● Issue visitor passes and ensure visitors comply with the school's security and Health and Safety procedures ● Provision of administrative and clerical duties, producing documents, dealing with school post and the franking of mail ● Assist staff with administration queries ● Sign in and record students arriving late for school ● Receive goods and deliveries, dealing appropriately with paper work ● Report concerns and obtain support for any issues raised
Communications	<ul style="list-style-type: none"> ● Ensuring all incoming calls are answered in a timely and professional manner and that all messages are distributed quickly, clearly and efficiently using the agreed format ● Communicate effectively with other staff, local governing committee, visitors, contractors, students and their families/carers ● Undertake reception duties; act as first point of contact in response to telephone and face to face enquiries ● Attend staff meetings and training days by agreement with the Head of School
People / Resource Management	<ul style="list-style-type: none"> ● Participate in the school's performance management scheme ● Undertake some administration of school accounts, including handling of small amounts of cash, collecting monies and other administrative duties ● Monitor stock levels, order office materials, equipment and services and check incoming orders ● Highlight additional training and supervision needs to build on your skills and knowledge ● To attend meetings as required and to participate in any development opportunities and training events relevant to the post holder's duties. Participate in the School's performance management programme
Safeguarding	<ul style="list-style-type: none"> ● Know about data protection issues in the context of your role. ● Maintain confidentiality as appropriate ● Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with, by knowing who to report concerns to. ● Have an awareness and basic knowledge where appropriate of the most recent safeguarding legislation.

Systems and Information	<ul style="list-style-type: none"> ● Maintain computerised and manual student / staff records ● Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences ● Share information appropriately – in writing, by telephone, electronically and in person
Data Protection	<ul style="list-style-type: none"> ● To comply with the Trusts policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.
Health and Safety	<ul style="list-style-type: none"> ● Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. ● To work with colleagues and others to maintain health, safety and welfare within the working environment.
Equalities	<ul style="list-style-type: none"> ● We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. ● Ensure services are delivered in accordance with the aims of the Equal Opportunities Policy Statement. ● Develop own understanding of equality issues.
Flexibility	<ul style="list-style-type: none"> ● Whilst every effort has been made to explain the main duties and responsibilities of the post, this does not constitute a jobs list and the successful candidate will be expected to undertake duties commensurate with the role.
Customer Service	<ul style="list-style-type: none"> ● The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. ● The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values. ● Understand your own role and its limits, and the importance of providing care or support.

Person Specification

Job Title	Receptionist	
Grade	C/D	
Responsible To	Office Manager	
Staff Managed	None	
Job Family	Administration	
	Essential	Desirable (if not attained, development may be provided for successful candidate)
Knowledge		
	<ul style="list-style-type: none"> ● Knowledge of administration and office systems 	
Experience		
	<ul style="list-style-type: none"> ● Clerical or administrative experience ● Experience of working with Microsoft Office 	<ul style="list-style-type: none"> ● Cash handling experience
Occupational Skills		
	<ul style="list-style-type: none"> ● Computer literate ● Good interpersonal and communication skills ● Good numeracy and literacy skills ● Judgemental skills ● Ability to work to deadlines ● Attention to detail, neatness and accuracy ● Organisational skills ● Ability to work successfully in a team ● Confidentiality 	
Qualifications		
	<ul style="list-style-type: none"> ● Literacy & numeracy qualification with GCSE grades 9 to 3 (A* to D) or equivalent 	<ul style="list-style-type: none"> ● Level 2 Administration ● Appropriate first aid training (<i>although training will be given</i>)
Other Requirements		
	<ul style="list-style-type: none"> ● Enhanced DBS clearance required ● To be committed to Continual Professional Development ● Motivation to work with children and young people ● Ability to form and maintain appropriate relationships and personal boundaries with children and young people 	<ul style="list-style-type: none"> ● Previous work within a school environment