



## **Receptionist/Business Support Officer**

**Responsible to:** James Roberts (Business Operations Manager)

**Terms:** Grade: 3 Scale Point: 4 - 6

### **All school staff are expected to:**

- Work towards and support the school's strategic vision and objectives.
- Adhere to school policies and procedures as set out in the staff handbook or other documentation available to all staff.
- Support and contribute to the school's responsibility for safeguarding students.
- Work within the school's health and safety policy to ensuring a safe working environment for staff, students and visitors.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.

### **Specific Responsibilities:**

- To act as the first point of contact for the School; welcoming visitors and responding to telephone and email enquiries in a helpful and constructive way and ensuring that appropriate actions are taken in a timely manner.
- Ensure that all visitors sign in and take a visitor badge where necessary to support the school's safeguarding protocol.
- Communicate with parents regarding all aspects of school life, receiving and passing on information between parents and staff as requested.
- Produce good quality correspondence, reports and other documentation as required.
- Assist with various administrative tasks and duties, Microsoft packages and SIMS, our school database (training will be provided as necessary).
- Post-room duties including preparation of mail, receipt and distribution of incoming mail and deliveries.
- Communicate with staff to identify visitors to the school.
- Ensure that the reception area is kept smart and tidy; presenting a good image of the school.
- Providing assistance with the organisation of school events.
- Be first contact point for injured students, making arrangements as required to access first aid support.

This job description is intended as a guide only and not as an exhaustive list of duties. The post holder will be asked to carry out tasks that are not specifically detailed on this job description but which are deemed appropriate for the post holder to fulfil, either by the Headteacher, another member of the Senior Leadership Team or their line manager.

### **Person Specification - Qualities, Skills and Experience**

Criteria	Essential	Desirable
Relevant Level 3 qualification(s)		•
Effective communication and dissemination of information and procedures	•	
Demonstrable experience and knowledge of school operations		•
Excellent IT skills including Microsoft Office, internet and e-mail	•	
High levels of accuracy, literacy and numeracy	•	
Excellent organisational and planning skills	•	
Excellent customer service skills, with the ability to use discretion, patience, tact and respect for confidentiality	•	
Ability to meet tight deadlines and work under pressure	•	
Ability to use initiative and be self-motivated	•	
Willingness to work collaboratively and as a part of a team	•	
Ability to problem-solve, think creatively and develop new ideas		•
Excellent levels of integrity, confidentiality and appropriateness	•	
Ability to carry out non-routine tasks using personal initiative	•	
Enhanced disclosure with DBS	•	
Good health and attendance	•	
First Aid Certificate		•
Enthusiasm	•	
Capacity for hard work and resilience	•	
Adaptability	•	
Sense of humour	•	
Positive team player	•	
Good personal and interpersonal skills	•	
Flexibility and willingness to undertake additional roles at short notice	•	
Interest in continuing professional development		•
Ability to be flexible in working hours		•
Self-awareness and ability to seek help/advice	•	
Ability to prioritise under pressure	•	
High level of confidentiality	•	
Articulate and presentable	•	
Ability to show aptitude and acceptance of working within an environment that has numerous interruptions and changing workload demands	•	
Ability to self-evaluate learning needs and actively seek learning opportunities	•	

