



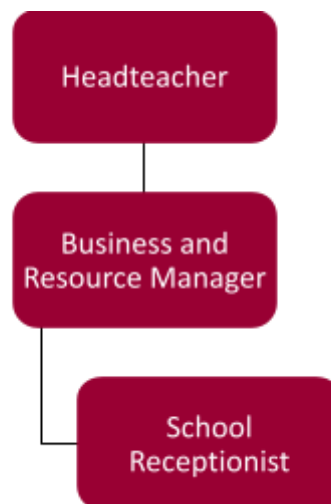
St Matthew's Primary School Job Description

TITLE: School Receptionist
SCHOOL: St Matthew's Primary School
RESPONSIBLE TO: Business and Resource Manager
GRADE: L3

PURPOSE OF POST:

To provide front of house, clerical, administrative and financial support to the school office.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

1. Provide a first class front of house service including reception duties taking clear phone messages, dealing with parent queries, arrangements and hospitality for visitors and ensure the environment is tidy and attractively presented at all times. 45%
2. Support and maintain relationships with parents, carers and users of the school office having a specific regard for confidentiality at all times and the school office as 'a window into the school'. The school ethos must be reflected at all times. 10%
3. Undertake general clerical duties including filing, photocopying, faxing, emailing, texts, opening and distribution of mail, official school letters for Home office, maintaining club registers etc. 10%

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| 4. | Communicate with parents/carers of children dropped off or collected late, referring on as necessary to the Attendance Officer/Safeguarding Officer. | 5% |
| 5. | Ensure that a full and responsive support service is available to all staff, including photocopying, printing, filing etc. | 5% |
| 6. | Assist with administrative systems within the school office. | 5% |
| 7. | Maintain computerised systems for pupil data, verifying data, identifying and rectifying anomalies and keeping all pupil contact information up to date. | 5% |
| 8. | Take ad hoc bookings for 'The Around the Clock Club' and communicate daily registers and any changes to all necessary parties. | 5% |
| 9. | Oversee preloved uniform 'sales', replenish stock in a timely fashion and support the delivery of new uniform orders. Organise office resources and consumables to ensure effective operation at all times. | 5% |
| 10. | Undertake first aid if trained and competent. Take children home or to hospital (accompanied) as appropriate. Contact parents in the event of injury or sickness. | 5% |

DIMENSIONS:

Supervisory Management: N/A

Financial Resources: N/A

Physical Resources: Computer, computer systems, other office equipment, material and resources.

Other: N/A

Physical Effort: The job is likely to involve some lifting of children and equipment on a regular basis. Training will be provided.

Working Environment: There could be a frequent requirement to deal with vomit and bodily fluids when children are unwell.

CONTEXT:

All support staff are part of a whole school team. They are required to support the values and ethos of the school and school priorities as defined in the School Improvement Plan. This will mean focussing on the needs of colleagues, parents and pupils and being flexible in a busy pressurised environment.

It is the individual's responsibility for promoting and safeguarding the welfare of children and young people s/he is responsible for or comes into contact with.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Disclosures are handled in accordance with the DBS Code of Practice which can be accessed via www.disclosure.gov.uk

'The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.'

'CVs will not be accepted for any posts based in schools'.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Experience of working in a general office environment including working with administrative procedures.	1,2	Some work experience in a school environment	1,2
	Demonstrable experience of using word processing, spreadsheets, databases and IT packages	1,2,3		
Skills/Abilities	Able to follow and work within procedures and guidelines.	1,2		
	Demonstrable ability to communicate effectively with children and adults.	1,2		
	Able to deal helpfully, politely and tactfully with colleagues, parents, pupils and senior management.	1,2		
	Able to check information and maintain accurate records.	1,2,3		
	Basic numeracy skills.	1,2,3		
	Able to write straightforward letters and read instructions.	1,2,3		
	Able to use initiative within defined procedures.	1,2		
		1,2		

	<p>Able to manage own workload and meet deadlines which may at times be competing.</p> <p>Able to work as a member of a team.</p> <p>Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English</p>	<p>1,2</p> <p>1,2,5</p>		
Competencies	<p>Able to demonstrate:</p> <p>Appropriate motivation to work with young people.</p> <p>Ability to form appropriate relationships with young people.</p> <p>Emotional resilience in working with challenging behaviours.</p> <p>Appropriate attitudes to use of authority and maintaining discipline.</p>	<p>1,2</p> <p>1,2</p> <p>1,2</p> <p>1,2</p>		
Equality Issues	<p>An appreciation of some of the common forms of discrimination.</p>	<p>1,2</p>		
Specialist Knowledge			<p>Some knowledge of SIMS database.</p>	<p>1,2</p>
Education and Training	<p>First Aid certificate, or willingness to learn.</p>	<p>1,2,4</p>		
Other Requirements	<p>Willing to adjust at short notice, the tasks and activities undertaken to meet the changing demands and priorities during work periods.</p>	<p>1,2</p>		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998)

In addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people;
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people;
- Emotional resilience in working with challenging behaviours; and, attitudes to use of authority and maintaining discipline.

The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.