**Job Description**

**Job Title**: School Receptionist

**Responsible To**: Heads PA

**Salary**: L2 (Scl Pt 4-5)

**Latest Review Date**: July 2024

1. This job description allocates duties and responsibilities, but does not direct the particular amount of time to be spent on carrying each out.
2. To act as telephonist/receptionist for the school by being the first point of contact for all callers. To support Parent Services by acting as an interface between parents and school staff and act as a parent advocate. To support the administration and production of the reporting system for the school and maintain accurate, personal pupil records.

**Main Duties & Responsibilities:**

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| * 1. | * To be responsible for Answering calls, talking to parents/callers. Relaying messages either by phone or by hand. Finding pupils. Dealing with problems. |  |
| * 2. | * To support Parent Services by dealing fully with parent enquiries and acting as a liaison between parents and teachers. |  |
| * 3. | * General reception duties which include greeting visitors, ascertaining their requirements and relaying messages. The Receptionist represents the face of the school to our visitors and should therefore be polite and helpful. |  |
| * 4. | * General word processing for all departments, Senior Leadership Team and/ or Heads of Year. |  |
| * 5. | * To be jointly responsible for the efficient running of the switchboard and telephone system. To support the day to day running of the whole telephone system- logging faults / errors in the system. |  |
| * 6. | * Responsible for ensuring post is ready for collection on a daily basis by weighing letters, franking and recording in post book. Distribution of incoming post. Cover for Medical Room as and when required. (First Aid Training provided) |  |
| * 7. | * Taking the minutes of meetings as and when required. * Be fully competent in the use of the computerised reporting system and implement any changes as and when required. |  |

**Notes**

The Post holder must be prepared to carry out additional duties, which may reasonably be required by the Headteacher. The duties of this post may vary from time to time, as required by the changing needs of the School as directed by the Headteacher, without changing their general character or level of responsibility.

This job description is subject to review and amendment from time to time in line with changing School requirements. It is hoped that all Staff will play a full and active part in the general life and activity of the School.

**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.

This post meets the definition of ‘Regulated Activity’ as defined in the Safeguarding Vulnerable Groups Act 2006.

Because of the nature of this job, it will be necessary for an enhanced DBS check to be undertaken. This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare all unspent cautions and convictions; and also any adult cautions (simple or conditional), and spent convictions that are not protected as defined by the **Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020)**. A person’s criminal record will not in itself prevent a person from being appointed to this post. Applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying. However in the event of the employment being taken up, any failure to disclose such offence, as detailed above, will result in dismissal or disciplinary action by the School / Authority.

**Disclosures are handled in accordance with the DBS Code of Practice which can be accessed via** [**www.disclosure.gov.uk**](http://www.disclosure.gov.uk)

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

**Person Specification for the Role of Pastoral Support Officer**

Please note that the information below, along with the relevant Job description, acts as the selection criteria and should be used as guidance when completing your application for the post.

Key: Essential = without evidence of which the candidate would be declined

Desirable = useful for the role but not essential, may be used when making decision between two good candidates.

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| **Please make sure, when completing your application form, you give clear examples**  **of how you meet the essential and desirable criteria.** | | | | |
| **Attributes** | **Essential** | **How Measured** | **Desirable** | **How Measured** |
| **Experience** | Some experience in a general office environment.  Experience of using word processing, spreadsheets, databases and IT packages. | 1,2  1,2,3 | Some experience of using Microsoft Office, including Word.  Some work experience in a school environment. | 1,2  1,2 |
| **Skills/Abilities** | Able to follow and work within procedures and guidelines.  Able to deal helpfully with colleagues, parents, pupils and senior management.  Able to check information and maintain accurate records.  Able to write straightforward letters and read instructions.  Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English | 1,2  1,2  1,2  1,2,3  1,2,5 |  |  |
| **Competencies** | Able to demonstrate:  Appropriate motivation to work with young people  ability to form appropriate  relationships with young people  emotional resilience in working  with challenging behaviours  appropriate attitudes to use of  authority and maintaining  discipline. | 1,2  1,2  1,2  1,2 |  |  |
| **Equality Issues** | Able to recognise some forms of discrimination which commonly exist. | 1,2 |  |  |
| **Specialist Knowledge** |  |  | Some knowledge of SIMS database. | 1,2 |
| **Education and Training** | RSA Stage 2 or equivalent qualification or experience. | 1,2,4 | First Aid certificate or willingness to train. | 1,2,4 |
| **Other Requirements** | Willing to adjust at short notice the tasks and activities undertaken to meet the changing demands and priorities during work periods. | 1,2 |  |  |

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;

1. Equal Opportunities
2. Health and Safety
3. Data Protection Act (2018)

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.