

Receptionist

Job Description

Job Title
Receptionist
Salary
Grade 15
Responsible to
Operations Manager
Hours
20 hours per week / 2.5 days per week Term time plus 1 additional week Permanent

Job Purpose
The Receptionist, under the direction of the Operations Manager, will: - ensure the efficient and effective management of the school's telephone switchboard and reception service, dealing with queries and providing information as necessary. - The post holder will also provide general administrative support to the school's offices as required.

Main responsibilities and duties
- To be responsible for the answering of the main school switchboard, redirect calls and take messages where necessary - To be responsible for the signing in of visitors to the school and to communicate with courtesy and clarity to all staff, students, parents, carers, visitors, outside agencies, and the wider community, including answering general telephone, via email and face to face enquiries - To ensure all visitors sign in and issue visitor badges where necessary - To ensure all visitors to the school receive a safety briefing upon arrival - To log on daily to the Reception school information and display screen - To print evacuation lists from the Reception school Information system upon sound of fire bell - To deal with deliveries to the school and liaise with the Site Team for their collection where necessary or arrange distribution to the relevant department - To deal with all incoming mail and parcels - To deal with all outgoing mail and parcels and apply the correct postage - To undertake administrative support as directed by the Operations Manager for the school's other administration offices

- To enter essential student information onto the school's student database
- To locate students and staff using the Schools Information Management System database
- To ensure the answer machine is checked and messages delivered.
- To maintain an up-to-date internal telephone list
- To manage and maintain the visitor diary
- To insert information into class registers for distribution
- To undertake any other duties as required by the Operations Manager, in-line with the grading of the post.

Key Contacts and Relationships

The Receptionist will liaise with the wide community of the school's staff, external agencies, students, parents and visitors.

Special notes of conditions

Employees will be expected to comply with any reasonable requests from a manager to undertake work of a similar level that is not specified in this job description.

To undertake any other duties commensurate with the grade, and/or hours of work, as may reasonably be required.

To take responsibility for upholding and complying with the Trust's Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.

To comply with General Data Protection Regulations and maintain awareness of Trust policies and procedures in this area.

The post-holder must at all times carry out their responsibilities with due regard to Trust policy, organisation and arrangements for Health and Safety at work.

Uphold the principles of safeguarding and promoting the welfare of children and be aware that safeguarding is everyone's responsibility

Review

This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post-holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post-holder's professional responsibilities and duties.

Receptionist

Person Specification

Category	Essential	Desirable
Qualifications	• Educated to GCSE standard or equivalent together with two years relevant work experience • Willingness to participate in staff training/development programme for further training and professional development	• First Aid Qualification
Knowledge, skills and experience	• Excellent organisational and time management skills • Ability to work with a minimum of supervision and within a team • Ability to identify own training and development needs and participate in on-going training • Ability to identify and progress work priorities • Ability to effectively maintain accurate records and systems, respecting principles of confidentiality • Good ICT skills with a working knowledge of Word, spreadsheets and analysis of data • High level of written and oral communication skills • Flexible approach and willingness to review and improve processes • Ability to act in a tactful and diplomatic manner	• Experience of working within an educational environment or with young people • Experience of using Information Management Systems
Interpersonal and communication skills	• Commitment to promoting the ethos and values of the Trust and getting the best outcomes for all pupils • Good planning and organisational skills and a flexible approach to work • Ability to remain calm and professional at all times • Ability to offer a bright and friendly greeting • Ability to work constructively as part of a team and on own initiative	

	• Excellent communications skills, both written and oral • A positive 'can do' attitude • Honest, trustworthy, reliable and punctual • Ability to form and maintain appropriate relationships and personal boundaries with students and other staff • A commitment to the safeguarding of children and young people • To engage actively in the Performance Management Review process • Ability to demonstrate absolute discretion and an understanding of confidentiality at all times.	
Additional requirements	• Able to display an awareness, understanding and commitment to the protection and safeguarding of children. • Commitment to maintaining confidentiality, discretions and tact at all times. • Must satisfy relevant pre-employment checks including DBS clearance and Right to Work in the UK • 2 professional references	