



# Nunnery Wood High School

## Job Description

**Post:** Administration Assistant / Receptionist

**Salary/Scale:** Scale: 3 point 5-6

**Hours of Work:** 37hrs per week term time only plus 2 Inset Days

**Reporting to:** Claire Ledbury – Administration, Data and MIS Manager

### Main purpose

The role of Receptionist is to ensure all visitors, students and phone calls are dealt with and responded to in a friendly and professional manner ensuring each occasion and 'contact point' portrays the school in the best possible light.

### Administration Duties

- Fulfil a clerical role relating to data, communication, record keeping etc as directed by the Administration manager.
- Supporting with the efficient running of the school by performing other organisational, administrative tasks as the need arises.

### Reception Duties

- Welcome all visitors and students.
- Ensuring all visitors sign in and out, confirming relevant identification checks have been completed
- Ensuring all visitors to the school are aware of safeguarding and health and safety policies.
- Receive and deal with efficiently and effectively all telephone phone calls
- Maintaining the reception area to present a welcoming and efficient environment.
- Ensure that Reception, and the Reception waiting area are kept neat and tidy
- Receive all deliveries, direct and notify recipients of their arrival in a timely manner
- Deal with the internal/outgoing post
- Deal with requests and queries (whether by telephone, email or in person) from parents by providing accurate information where possible or passing the query on to the appropriate member of staff

## QUALIFICATIONS, KNOWLEDGE & SKILLS REQUIRED

CRITERIA	QUALITIES
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualification or In depth experience in relevant area</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to communicate confidently and professionally with parents, students, staff and all visitors with a warm, friendly and helpful attitude.</li> <li>• Ability to deliver excellent customer service in all interactions</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• Excellent literacy/numeracy skills</li> <li>• Effective use of specialist IT packages such as Microsoft office suite</li> <li>• Ability to plan, organise, and prioritise</li> <li>• Ability to work under pressure and work to tight deadlines</li> <li>• First aid at work or willing to undergo training</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Detail-orientated</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Commitment to maintaining confidentiality at all times</li> <li>• Commitment to safeguarding and equality</li> <li>• Embraces change well</li> <li>• Ability to work as a team, collaborating well with others</li> <li>• Hardworking, efficient and punctual</li> <li>• Flexible and able to multi-task</li> </ul>

### Principal Contacts

Support staff, teaching staff, Senior Leadership Team, Students, Parents, Outside Agencies, Exam Boards, Trust Board.

This Job Description will be reviewed annually 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 school in relation to the post holder's professional responsibilities and duties.

Signed .....

Headteacher

Date .....

.....

Post Holder

Date .....