

Post Reference: 2764

Job Title: Main Receptionist

Grade: B1 – Actual Salary £25,185 to £25,989

Hours: 37 hours per week, full time, all year round

Working Pattern: Monday to Thursday 9am – 5pm and Friday 9am – 4.30pm

Accountable to: Office Manager

JOB DESCRIPTION

Purpose of job:

You will contribute to key objectives of the Academy Development Plan, raising standards of achievement by efficiently and professionally managing a busy reception and telephone switchboard provision, undertaking administrative duties and ensuring compliance with safeguarding protocols.

All post-holders at White Rose Academies Trust are responsible for improving the outcomes for learners and upholding the ethos of the academies. Keeping Children Safe in Education and the guidance for Safer Working Practices directs the work of every adult working at or associated with White Rose Academies Trust.

General Duties and Responsibilities:

- Be responsible for managing the reception area and operating the switchboard.
- Act as the first point of contact for parents and visitors providing a courteous, professional, calm, and friendly service.
- Retrieve telephone messages/emails and deal with basic telephone enquiries.

- Liaise with students/staff/visitors on a daily basis.
- Sign visitors and contractors in and out, complying with LCA safeguarding protocols and the WRAT Visitor Policy.
- Provide an excellent customer service to parents, colleagues, and visitors to the academy.
- Ensure incoming and outgoing mail is organised daily.
- Be responsible for recording loans of student devices including laptops and where required, support with ensuring loaned devices are promptly returned to the academy.
- Sign for and take delivery of parcels, keeping an accurate record of deliveries.
- Keep an accurate record of all visitors to the academy including scheduled meetings and key academy visitors.
- Support the wider administration provision in maintaining the completeness and accuracy of student and parental data on the records/management information systems.
- Maintain and complete accurate records of staff and visitors on the InVentry sign-in system.
- Provide clerical support e.g., photocopying, filing, emailing, completing routine forms.
- Create custom sign-in events on the InVentry sign-in system where required.
- Monitor inbound communications on the academy email inbox and the Arbor Management Information System (MIS), following up and directing queries as appropriate.
- Provide accurate record keeping, data input and retrieval.
- Keep the pigeonholes updated with new staff/leavers.
- Undertake typing, word processing and other IT based tasks.
- Use Microsoft Office and Databases effectively to deliver administrative tasks.
- Compose and deliver academy communications through the Arbor MIS as required.
- Work with others to help improve work organisation and effectiveness.
- Ensure the franking machine is maintained.
- Manage and update staff telephone list allocating new extension numbers for new members of staff.

- Undertake general office duties as required.
- Administer booking of meeting rooms.
- Administer booking of taxis when required.
- Support the administration team with daily tasks.
- Manage stationery, carry out stock take and reorder for administration department.
- Carry out and complete reprographics jobs as required.

Equal Opportunities:

- To promote equal opportunities in education in order that all children and families will gain optimum benefit from the service provided.
- To promote and ensure that all students and young people are happy, healthy, safe, successful and achieve economic wellbeing.
- Assist with whole school and after school events including open evening and parents evenings.
- Undertake any other duties as required that are commensurate with the post.

Generic Staff Requirements:

- Uphold the professional standards expected of every member of academy staff in all dealings with colleagues, students, parents/carers, and the wider community.
- Adhere to the principles expressed in the aims of the academy and its mission statement.
- Actively contribute to the continued development of the academy and self by attending training, participating in relevant meetings and appraisals, and putting forward ideas for improvement.
- Be a positive, collaborative team member.
- Apply academy policies in all aspects of the role.
- Improve own practice through observation, evaluation, discussion with colleagues and appropriate CPD programmes.
- Work collaboratively with colleagues, knowing when to seek help and advice.

- Contribute to the overall ethos, work, and aims of the academy by attending relevant meetings, training days/events as requested.
- Be aware of and comply with the academy policies and procedures e.g. safeguarding, child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.
- Be responsible for safeguarding children and promoting their welfare and following child protection procedures.
- Be aware of and support difference and ensure equality for all working in an anti-discriminatory manner, upholding, and promoting the values, standards and equal opportunities of the academy.
- Recognise and appropriately challenge any incidents of racism, bullying, harassment, victimisation, and any form of abuse of equal opportunities, ensuring compliance with relevant policies and procedures.

Whilst every effort has been made to explain the main duties and responsibilities for the post, each individual task undertaken may not be identified. This job description may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title.

The post-holder may be required to take on additional responsibilities when necessary to ensure the effective running of the academy.

All postholders are accountable through White Rose Academies Trust Performance Management Appraisal Policy. The Governors and Principals of White Rose Academies Trust are committed to safeguarding and promoting the welfare of children and young people and ensuring that safer recruiting procedures are in place.

White Rose Academies Trust is committed to safeguarding and promoting the welfare of its students and expects all staff and volunteers to share the commitment. Appointments will be subject to Safer Recruitment Procedures and an enhanced level check with the Disclosure & Barring Service. Please note that a criminal record will not necessarily be a bar to obtaining employment; this will depend on the circumstances and background to any offence.

Please note this role will involve contact with children and you will be engaging in regulated activity. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.

We promote diversity and want a workforce which reflects the population of Leeds. Applications are welcome from all, irrespective of sex, sexuality, race, religion, marital status, age or disability.

PERSON SPECIFICATION

The specific qualifications, experience, skills, and values required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it is an essential or desirable requirement, and at which point in the recruitment process it will be assessed.

You should be able to demonstrate the following criteria:

E = Essential

D = Desirable

Measured by:

A = Application Form

T = Test/Exercise

I = Interview

R = References

C = Certificate

Qualifications

E	GCSEs (or equivalent) in English and Maths at Grade 4 (C) or relevant experience	A C
----------	----------------------------------------------------------------------------------	------------

Knowledge and Experience

E	Knowledge, understanding and commitment to equality, diversity and inclusion informed by practical experience and application	A I
E	Knowledge, understanding and commitment to safeguarding and promoting the welfare of students	A I
E	Ability to form and maintain appropriate relationships and personal boundaries with students	A I
D	Experience of using Arbor/relevant school information databases	A I
E	Recent experience of administrative duties	A I
D	Recent, relevant experience in a school environment	A I

Skills, Attributes, and Abilities

E	Ability to plan and prioritise workload, managing conflicting demands	I
E	Good written and spoken communication skills; combining tact, diplomacy, and discretion	A I
E	Good organisational skills	A I
E	Successful contributions to teamwork	A I
E	A good level of appropriate IT skills	A I
E	A commitment to maintaining confidentiality of sensitive information	A I

Behavioural and other characteristics

E	Be committed to continuous improvement	A I
E	Carry out all duties having regard to an employee's responsibility under Health and Safety Policies	A I
E	Demonstrate willingness to actively participate in training and development activities to ensure up to date knowledge, skills, and continuous professional development	A I

The White Rose Academies Trust is committed to safeguarding and promoting the welfare of its students and expects all staff and volunteers to share the commitment. Appointments will be subject to Safer Recruitment Procedures and an enhanced DBS check.

An overseas check, such as a Certificate of Good Conduct, will be required if you have lived outside the UK for 3 months or more in the last 10 years while aged 18 or over. This is not required at the application stage but must be obtained by the postholder prior to appointment, in line with safer recruitment practices.

Please note this role will involve contact with children and you will be engaging in regulated activity. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children. You can view our Safeguarding and Child Protection policy on our website.