**Job Description**

**Job Title:** Receptionist (Hours 8.30am-2pm Term Time Only), 27.5hours per week

**Accountable to:** TBC

**Core Purpose:**

The post holder is responsible, within a small administrative team, for the effective operation of AUSEAT’s reception areas.

They may be required to work at any of the Trust’s buildings and will act as the first point of contact for any visitor to Aston University Engineering Trust or Aston University Mathematics School, and for students entering and exiting the building in core hours.

The role requires efficient multi-tasking, proactivity and attention to detail with a customer-service approach and due regard to the Trust’s policies and procedures.

Ther role will also have responsibilities for the operation of the telephone switchboard, access systems, student administration and payments, and to support internal and external events.

**Key Responsibilities:**

* To act as receptionist for staff, pupils and all visitors to the Trust ensuring that all visitors are signed in and issued with a security badge.
* To receive visitors courteously and hospitably and to deal with queries from all parties promptly in a helpful and friendly manner.
* To control access to the Trust and its car parks via the security access points and to ensure safeguarding procedures are adhered to when allowing visitors to enter the Trust buildings/grounds, allocating parking as necessary.
* To operate the automated access-control system and implement associated procedures to ensure students’ movement into and out of the buildings via Reception is properly recorded and challenged if required, assisted by other Trust Staff.
* To operate the switchboard, receiving and making calls taking messages and ensuring efficient delivery.
* To receive and sign for deliveries to the Trust and to ensure that parcels are sent on to the appropriate departments and delivery notes are passed to the Finance Team.
* To ensure that the reception areas, as the front-of-house for the Trust, are kept in good order.
* To use relevant ICT resources to provide effective and responsive services, including routine use of the student database.
* To take card payments from students for trips and sundry items.
* To respond to queries from staff, pupils and parents in line with school policy and procedures, giving information and advice as appropriate.
* To sort, collate and distribute internal and external mail, faxed documents and emails as required.
* To make and facilitate arrangements for visitors, including parents/carers, school nurse, LA officers, VIPs and from external agencies.
* To assist with the Trust’s communication systems to ensure timely and accurate messaging to parents.
* To support the delivery of pupil welfare and first aid services, (first aid training is provided) in line with school policy and procedures, particularly re use of the medical room in the reception area.
* To provide staff and student lists for evacuation purposes and to support senior staff in the event of an emergency.
* To work as a member of the support staff team, providing cover as required for absent colleagues.
* To be aware of and comply with all policies and procedures, particularly those relating to child protection, health and safety, security, confidentiality and data protection, reporting any concerns to an appropriate person.
* To participate in training and other learning activities and performance development as required.
* To undertake any other school or administrative functions/roles within the school commensurate with the level, grade and requirements of the post as requested by line management or other members of the Senior Leadership Team.