

Job Description

RECEPTIONIST / COVER SUPERVISOR

General Purpose of Job:

To be the first point of contact for all parties involved in day-to-day school life. To ensure that all visitors are checked for appropriate safeguard measures before entering the building. To maintain positive relationships with supply agency companies and ensure that cover is provided for staff absences.

Functional Links

This role will involve liaising with staff, students, governors, parents, carers, professionals, external companies, volunteers and visitors to maintain the high standards of the school.

A team player with an enthusiastic adaptable approach, proactive with a can-do attitude, a good communicator committed to exceeding expectations and able to demonstrate first class customer service.

Reporting Relationships

The Receptionist will be expected to work under the direction of the Office Managers and Principal/Senior Leadership Team.

DUTIES AND RESPONSIBILITIES:-

Reception Duties

- To provide a welcoming face of Carew Academy, being the first point of contact providing efficient and professional receptionist duties and general administrative support.
- Greet all students, staff and visitors in a friendly, polite and approachable manner. Always maintaining professionalism.
- Ensure the reception area is welcoming and tidy.
- Co-ordinate safe entrance and exits of all students, staff and visitors, ensuring they are signed in and out and that no unauthorized person gains access to the school.

- Ensuring that all visitors complete the signing in process using the Inventory system to enable this information to be used as a register of visitors on site in the event of a fire drill or excavation of the building.
- Communicating important information to all visitors including safeguarding contact details/fire evacuation procedure and medical needs. Also being responsible for updating information booklet that staff are handed on arrival.
- Sign for, check and distribute deliveries – ensuring PO/delivery note is included to check against the finance system and appropriate staff aware deliveries have arrived.
- To maintain student records on Arbor – updating records as necessary.
- Deal with enquiries relating to matters connected with the day-to-day running of the school. Liaising with relevant members of staff and troubleshooting where necessary.
- Screening of telephone calls enquiries and requests and handle them or delegate as appropriate.
- Maintain the school email account forwarding/responding to messages as necessary.
- To have regard to and comply with safeguarding policy and procedure as appropriate.
- Building relationships with students being available and approachable to student queries at all times, raising any issues with appropriate SLT member or safeguarding lead.
- Opening and distributing post daily.
- Good knowledge of Microsoft Packages and Arbor
- Maintaining all information in a confidential manner.
- Support the office team with general administrative duties as directed by the Office Manager and Principal, for example processing orders, minute taking and typing minutes up, maintaining student files.
- Bookings for the staff/meeting room diaries.
- Booking of school minibuses – liaising with member of staff before each trip and coordinating forms after trips advising of any damage or faults on the vehicles. Contacting the garage regarding maintenance.
- Management of Arbor concerning meal and trip payments and the collection of debt. Dealing with day-to-day enquiries regarding payments and debt, escalating to Principal when debts are not paid. Setting up new accounts for students ensuring meal patterns are correct.
- To write letters and carry out mailing of information using database/mail merge.
- Distribution of Carew uniform once payment received via Arbor
- To be responsible for donations made towards charity events, liaising with the charity, paying in donations and printing posters for the Charity wall with the total amount raised.
- Distributing Free School Meals Applications for families that may be entitled and processing these on the online FSM checker.

Attendance Duties

- Liaise directly with class teams to monitor attendance each morning. Checking individual registers before lesson 1 starts. Once information is confirmed contact parents directly regarding absences by 10am and update registers as necessary. Monitor absence patterns and raise any concerns with SLT and Attendance Officer/Safeguarding Lead. Producing attendance reports as necessary.

- Daily “Education Setting Status” – this includes attendance for whole school including number of EHCP’s for those students/FSM entitlement/Social Worker details and covid absences for students and staff.

- Complete dinner requirements daily for all students once registers have been completed liaising with SLT regarding dinner options. Numbers to be with the kitchen by 11am. Ordering of packed lunches for school trips, notifying cook of any dietary requirements.

- Completing student absence list for transport at the end of day – updating during the day with students that arrive late or leave early.

- Regular updates of dietary requirements for all students/new students to kitchen – any changes to be advised immediately.

-

Admission Duties

- Working with the School Admissions Lead ensuring that all new pupil data is entered on Arbor accurately and in a timely manner
- Assisting with communicating to parents regarding transition week for new students and helping with transition week.
- Booking slots and arranging dates for prospective parent open days and helping with the welcoming of parents on the day.
- Liaise with prospective parents to explain the admission procedures and to give advice with the process.

Other Duties as Required

- To carry out other such similar duties that may be reasonably required by the Principal or Office Manager.
- To carry out all duties in accordance with policies, including the Equality and Diversity Policy.
- To take minutes of any other meetings as required.
- To prepare documents for circulation internally and externally, including, proof reading and formatting.
- Carry out routine tasks such as photocopying, filing, completion of routine forms and administration of school activities, to support the day-to-day running of the school including finance and/or HR activities.