

| Job Description | |
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| Role | School Receptionist |
| Salary | Scale 4, Spine Point 7 £30,987 |
| Start date | As Soon As Possible |
| Contract Type: | Full time (all year round) and permanent following a successful probationary period |

Purpose of Job

- To operate an efficient and courteous Reception Service that promotes a professional image of The UCL Academy;
- To undertake a range of administrative duties to support the reception pod team to deliver consistent, high quality, integrated and seamless services to staff, visitors and students;
- To support the Administration team with the organisation and running of professional events and trips at the Academy.

Main Responsibilities

Reception duties include:

- Provide the main reception duties and ensure cover is available when necessary;
- Acting as a first point of contact for all school enquiries and external stakeholders, ensuring that the Academy's safeguarding and security checking processes are adhered to;
- Ensuring all staff and visitors sign in and out of to the School's digital system on arrival and departure;
- Use the electronic entry system for the Academy door and gates enabling access for parents, students and visitors to the Academy premises;
- To ensure that queries are dealt with effectively, taking the initiative to identify and handle issues that arise on behalf of the Leadership team and others;
- Operate the Academy's main telephone switchboard system, including taking and delivering messages, transferring calls (as appropriate) and contacting parents or other agencies as directed;
- Ensure any messages or communications from the public are passed to Academy staff efficiently and quickly, ensuring you are discreet and confidential with relaying this information;
- Respond to communication from all stakeholders (parents, teachers, pupils, governors, etc.), in person/via telephone/email, making sure appropriate action is taken and needs are met professionally;
- Monitor the reception email inbox and respond to, forwarding messages and chase updates as appropriate within our organisation and to keep a log book to ensure all the emails are responded swiftly,
- Utilising the call-out system where appropriate;
- Coordinating Lost Property and confiscated items including maintaining a log book of all items handed in to the Reception and all items collected from Reception, displaying lost property for collection at the end of each term, notifying parents of the collection period;
- Undertake first aid training as required and administer First Aid when requested. In particular deputise in the absence of the Student Welfare Receptionist, ensuring the maintenance of Health and Safety records;
- Maintain the Academy's card printer and card access, ensuring all safeguarding protocols are followed;
- Signing in all late pupils and signing out early leavers at Reception as required and passing any key information to the Attendance Office;

- Following standard procedures for security of confidential data and information;
- Maintain the uniform donations and redistribute as appropriate, ensuring that it is in line with the Department of Education requirements.

Administrative Support

- Open, sort and distribute mail on a daily basis and ensure recording and despatch of outgoing post on a daily basis;
- Process all incoming and outgoing post/parcels, assisting with franking, recorded deliveries, registering deliveries and distribution to relevant departments;
- Keep the office pod, reception area and meeting rooms presentable, tidy and in order;
- Providing support during Open Evenings, Parents' Evenings and Prize Giving, as well as other ad hoc parent related evenings and events, staying later as required to support;
- To maintain and update all administrative and information systems and processes as required, including retrieving and collating information to ensure delivery of a high level Reception and administrative service;
- Provide an administration service to the Academy including mail merges, typing of documents, labels, photocopying and routine scanning of as requested;
- Prepare the staff pigeon holes termly as requested;
- Ensure staff/telephone lists at Reception are up to date;
- To support the Academy with tidying and updating display boards as requested;
- To carry out other administrative duties as instructed by the Senior Leadership Team.

General - The post holder will be required to:

- Attend Whole School meetings, Inset days and staff development and training sessions
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- Adhere to the Academy's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible
- Be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- Work in accordance with the Data Protection Act.
- Uphold the Academy's policy in respect of safeguarding and child protection matters.
- Provide a healthy and comfortable working environment, smoking is strictly prohibited.
- This Job Description is not necessarily a comprehensive definition of the post and duties may be varied. Management reserves the right following consultation to make changes to the job description.
- All permanent staff (who have successfully completed a probationary period) are required to participate in the performance management process and engage in continuous professional development to ensure that professional skills and knowledge are up to date.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Job Specification – Receptionist and Administration Officer

| | Essential | Desirable |
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| Qualifications | <ul style="list-style-type: none"> - Minimum 5 GCSEs at grade C and above, including English and maths or ability to demonstrate literacy and numerical competency through proven experience - First Aid Trained First Aid qualified | <ul style="list-style-type: none"> - Post 16 educational qualifications |
| Experience | <ul style="list-style-type: none"> - Previous experience of reception duties in a school setting. - Successful experience of working in an office environment <ul style="list-style-type: none"> - Experience of dealing effectively with the general public - General office experience, including answering phones, providing a reception service and dealing with a range of administrative tasks at the same time. - Experience of using SIMS or similar database - Experience of assisting with the organisation and running of events | <ul style="list-style-type: none"> - Experience of working in a school or academy setting |
| Knowledge / Skills | <ul style="list-style-type: none"> - Must be well presented - Excellent communication and interpersonal skills – ability to communicate clearly and effectively with staff and students, parents and all external visitors - A professional telephone manner. - Demonstrate exceptional customer service skills. - Ability to work under pressure while maintaining a positive, professional attitude - Ability to organise and prioritise workload and work on own initiative - Ability to take accurate messages, follow up where necessary - Ability to accurately input information on a database - Have excellent knowledge of all school office procedures to carry out all administrative duties in a timely and efficient manner ensuring deadlines are met within the Academy - Excellent ICT skills in the use of Microsoft packages Word /Excel and presentational software i.e. PowerPoint, Publisher Microsoft excel. - Proficient use of e-mail and the internet. - Good time management - Able to maintain confidentiality | <ul style="list-style-type: none"> - Evidence of continuing professional development - The drive and initiative to develop own use of new technologies to enhance the work of the administrative and clerical team |
| Personal Qualities | <ul style="list-style-type: none"> - Commitment to the Academy’s vision and ethos - A willingness to take on new responsibilities and develop new skills - Polite, friendly and welcoming | |

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| | <ul style="list-style-type: none">- Able to deal with others with empathy and sensitivity- Willing to work as a member of the team and make a positive contribution to the team's effectiveness- Passion, resilience and optimism to lead through day-to-day challenges while maintaining a clear strategic vision and direction.- Commitment to the safeguarding and welfare of all pupils- Integrity | |
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This post is classified as having substantial access to children and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar from employment – this will depend upon the nature of the offense(s) and when they were recorded.

Signed _____

Date _____