

## **Job Description:      School Receptionist**

<b>Post title:</b>	<b>School Receptionist</b>
<b>School:</b>	<b>Arbour Vale School</b>
<b>Salary and Grade:</b>	<b>Level 5 22.1-25.0, FTE £30,008.00- £31,966.00, Actual Salary - £27,013.70-£28,776.30 Plus, Special School Allowance FTE £1,315.07 - Actual - £1,183.80</b>
<b>Line Manager:</b>	<b>Office Manager</b>
<b>Hours:</b>	<b>37 hours per week, 5 days per week, Term time plus 2 weeks</b>

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### **Purpose of the post**

To co-ordinate safe and secure entrance and exits of all pupils, staff and visitors and have responsibility for incoming calls to the school on the switchboard

### **Reporting Relationship:**

The post holder will report to the Office Manager.

### **Functional links:**

The Receptionist will liaise with senior managers, OHCAT Shared services teams school staff, pupils, Governors, parents, carers, professionals, volunteers and visitors to maintain the high standards of the School.

### **Duties and responsibilities**

#### **Reception Duties**

1. Acting as the first point of contact in response to telephone and face to face enquiries, providing information and relaying messages as soon as practicable
2. Co-ordinate safe entrance and exits of all students, staff and visitors, at all entrance doors ensuring they are signed in and out and that no unauthorised person gains access.
3. To answer all phone calls from the School switchboard dealing with enquires relating to matters connected with the day to day running of the School, and re-directing calls as required.
4. Greet all pupils, staff and visitors in a polite, friendly and professional manner.



5. Follow safeguarding procedures on reception, dealing with people in a professional and assertive manner in order to further check identification if required.
6. Ensuring visitors have been provided with safeguarding and health and safety information as appropriate
7. Responding to \*9 behaviour calls ensuring staff attend and that all \*9 calls are logged on the behaviour spreadsheet
8. Maintain an up-to-date list of all staff car registration details

### **Administration Duties**

9. Assist with the maintenance of School records as instructed; pupil lists, registers, pupil absence, data collection sheets, student lunch requirements
10. To assist colleagues dealing with the mail, ensuring items are circulated and prioritise in terms of importance and urgency for the Principal.
11. Under the direction of the Office Manager prepare mail merges, format letters, reports and other documents as requested
12. Checking office stationery levels and assisting with ordering of Office Stationery, checking deliveries as appropriate
13. Photocopying various letters and documents as required, in addition franking, laminating and binding documents as requested
14. Effective diary management of the school Senior Leadership Team, arranging appointments and managing invitations to appointments
15. Arrange meetings, maintaining contact lists and liaising with attendees, arranging room bookings and circulating agendas and papers
16. Minute taking at meetings as required
17. Administration of accident/injury forms and head injury letters as required

### **General**

18. Undertake a public relations role both within and outside the organisation.

19. Liaise with Governors, Senior Management, OHC&AT staff and external agencies as necessary
20. To work cohesively together under the Principal to ensure the smooth running of a school for our pupils and staff.
21. To answer phone calls, keeping within a three-ring policy and ensuring customer service is kept to a high standard.
22. Compliance with School policies e.g. Equality and diversity, health and safety and safeguarding.
23. Undertaking such other duties of a similar nature as required by the Office Manager or the Principal.

***Additional notes***

This job description is not your contract of employment or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation.

### ***Person Specification for the Post of Receptionist***

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The Person Specification shows the abilities and skills you will need to carry out the duties in the Job Description. Shortlisting is carried out based on how well you meet the requirements of the Person Specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your Application Form. If you are selected for interview, you may be asked also to undertake practical tests to cover the skills and abilities shown below.

<b>Area</b>	<b>Requirements</b>	<b>Essential/Desirable</b>
<b>Qualifications</b>	GCSEs (or equivalent) in English and Maths, grade 4/C or above.	Essential
	Computer literate, with proficiency in Microsoft Word, Excel, and other office software.	Essential
	Relevant administrative or office management qualifications.	Desirable
	Training in school management systems or office procedures.	Desirable
<b>Experience</b>	Experience of providing administrative or reception support in a school or similar environment.	Essential
	Experience of managing incoming calls, reception duties, and interacting with pupils, parents, staff, and visitors.	Essential
	Experience of maintaining records and using management information systems (e.g., Arbor).	Essential
	Experience of supporting parents with school systems, cashless payments, or pupil administration.	Desirable
	Experience liaising with external professionals and agencies.	Desirable
<b>Knowledge &amp; Understanding</b>	Knowledge of general office procedures, record keeping, and administrative practices.	Essential
	Awareness of safeguarding, confidentiality, data protection, health and safety, and equality requirements in a school environment.	Essential

	Understanding of effective communication with pupils, staff, parents, carers, and external agencies.	Essential
	Knowledge of SEND school environments and pupil support requirements.	Desirable
	Familiarity with statutory school reporting, attendance procedures, and behaviour management systems.	Desirable
<b>Skills &amp; Abilities</b>	Excellent verbal and written communication skills for professional interactions with pupils, parents, staff, and external agencies.	Essential
	Highly organised, able to prioritise tasks, work independently, and meet deadlines.	Essential
	Ability to work calmly under pressure in a busy school environment.	Essential
	Competent in operating office equipment, ICT packages, and school management systems.	Essential
	Ability to maintain accurate records and produce reports efficiently.	Essential
	Ability to assist colleagues with administrative tasks and office procedures.	Desirable
	Ability to manage multiple responsibilities simultaneously in a dynamic school setting.	Desirable
<b>Personal Attributes</b>	Friendly, approachable, and professional manner.	Essential
	Reliability, integrity, and discretion at all times.	Essential
	Service-oriented 'can do' attitude and willingness to support colleagues.	Essential
	Commitment to safeguarding, confidentiality, equality, and inclusion.	Essential
	Ability to contribute positively to the ethos, work, and aims of the Satellite Centre.	Essential
	Enthusiasm for supporting pupils' development and wellbeing.	Desirable
	Positive, proactive approach to learning and professional development.	Desirable

*Orchard Hill College & Academy Trust is proud to be a Disability Confident Employer, committed to creating an inclusive and supportive workplace for all.*

*Orchard Hill College & Academy Trust endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment*



*opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.*

*This Job Description and Person Specification is current but will be reviewed on an annual basis and following consultation with you, may be changed to reflect or anticipate changes in job requirements which are commensurate with the job title and grade in line with the school's changing needs.*

*In line with the statutory guidance in Keeping Children Safe in Education, the Trust reserves the right to request and review references prior to interview as part of our safer recruitment process. Any concerns raised will be followed up with the applicant before a recruitment decision is made.*