

Bridgwater and Taunton College Trust

Receptionist.



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Grade: BTCT Scale 03.

The success of the Bridgwater and Taunton College Trust will be underpinned by two fundamental beliefs:

Students come first: First and foremost, the purpose of the Trust is to enable students to achieve their potential, and it is this principle that drives how we make decisions and how we act. It is expected that anyone who joins or forms part of the Trust shares this philosophy.

We are team players: Whilst every colleague has a specific role to fulfil, we expect all staff to communicate with compassion, treat others with positive regard, collaborate and behave with professionalism. In our colleagues we seek energy, passion, initiative and cooperation, as well as acting in a way that promotes a positive image of the Trust in the wider community.

Our values

We are ambitious, collaborative and inclusive.

We believe that every role contributes to our students achieving. We are a values driven organisation and strongly feel a shared sense of purpose. We behave in a way that puts our students at the forefront of our actions and decisions making, we champion equality of opportunity and respect our colleagues, our students and our community. We believe passionately that all individuals are entitled to learn and should be encouraged to do so.

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Core Purpose

Undertake receptionist/telephonist duties, ensuring all callers receive an efficient, effective service and to be the primary contact between the Academy and the community.

Main Responsibilities

The responsibilities of this role could vary as a result of new legislation, changes in technology or policy changes. This job description is not an exhaustive list of tasks of the role.

- Main responsibilities will include those below, but additional functions may be included e.g., word processing, filing, reprographics and general administration.
- Receives telephone calls, redirects to appropriate member of staff.
- Greets visitors, ascertains purpose of visit, completes sign-in/out procedure (for visitors and pupils), issue badges and contacts appropriate member of staff to collect them. If appropriate, deals with enquiry directly or seeks advice from the appropriate authority.
- Deals with deliveries to school, records all deliveries, notifies the Finance team, arranges with caretaker for the appropriate distribution, or storage.
- Ensures the reception areas are kept hazard free, clean and tidy, this includes the plasma screens.
- Ensures all information, displays and literature is relevant and up-to-date, including the plasma screens.
- Follows guidelines regarding the authorisation of pupils to leave Academy premises.
- Responsible for receiving Academy related items from parents to give to pupils.
- Ensures relevant information is recorded on student records on the SIMS software.
- Undertakes secretarial duties for other members of staff as directed by Head's PA. if appropriate, including typing, filing, shredding etc.
- Dispatches, records, franks, post/parcels.
- Supervises the pupil receptionist as a means of broadening pupils' involvement, giving them instructions on delivery of items to staff and pupils.

Decision Making

- Answers some non-routine queries and filters other to appropriate member of staff, works under the direction of the Head's PA.
- Will encounter situations where the issues are not so clear, and will need to exercise judgement and refer non-routine queries of a contentious or complex nature to line manager for advice and guidance.

Relationships

- Reports to the Head's PA.
- Has no direct supervision of staff.
- Regular contact with all members of staff and students, parents, suppliers, outside agencies and members of the public.
- Provides information, advice and guidance, in some cases about confidential matters.

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Physical Working Conditions

- Working across the Academy in front line office environment with frequent use of IT equipment and general administration.
- May be occasions when threatening behaviour is evident and support action procedures involving other staff should be activated.

Other Duties

- To attend mandatory training courses, e.g., Child Protection, Equal Opportunities and Health and Safety related courses
- To promote and celebrate an approach of equality, diversity and inclusion for all colleagues, students and external stakeholders.
- Responsible for the health and safety of themselves and others
- Responsible for the safeguarding of and promotion of wellbeing for both children and colleagues
- To be a team player and contribute towards the vision, culture and ethos of the Trust
- From time to time you may be required to carry out other duties commensurate with the role.

Person Specification

Area to be assessed	Essential criteria	Desirable criteria
Safeguarding	Must be able to demonstrate a commitment to the safeguarding and well-being of children and young people.	
Qualifications/Experience	5 GCSE's at C and above or relevant equivalent. Experience in an office environment Ability to deal with public under difficult situations at times, able to act professionally and keep calm at all times. Act on own initiative, as well as part of team, expected to deal with duties promptly and efficiently, and be a good communicator.	
Knowledge/Skills	Computer literate, with good keyboard skills	Knowledge of other computer packages where appropriate

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	Accuracy, Initiative, well organised, flexibility, adaptability, reliability and resilience.	
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