

Job Description

Job Title: Receptionist/Administrator (Grade 3)
Date: September 2022
Working Hours: 37 hours per week, Term Time plus 10 days
Responsible to: Office Supervisor

Main Purpose of the Job

Undertake reception duties, including answering the telephone and face to face enquiries and signing in visitors. Completing general administration duties to support the main office.

Principle Responsibilities

- To deliver a front of house which provides a professional, welcoming first impression to all visitors to the school and Trust.
- To ensure that effective safeguarding systems are followed in respect of visitors to the building.
- To receive telephone calls and enquiries and efficiently relay information either by telephone or by email to the appropriate members of staff.
- Undertake IT based tasks (e.g. word, excel, databases, spreadsheets, Internet, Sims and Every)
- Operate office equipment e.g. computers, photocopiers and scanners.
- To assist, as required, with clerical duties for the main office.

Customer Care – To provide quality services that are what our customers want and need. To give customers the opportunity to comment or complain if they need to. To work with customers and to do what needs to be done to meet their needs. To inform your manager about what customers say in relation to the services delivered.

Develop oneself and others – To make every effort to access development opportunities and ensure that you spend time with your manager identifying your needs through your personal development plan. To be ready to share learning with others.

Valuing Diversity – To accept everyone has the right to his or her distinct identity. To treat everyone with dignity and respect and to ensure that what our customers tell us is valued by reporting back to the organisation. To be responsible for promoting participation in the achievement of the departmental? Valuing diversity action plan.

Health and Safety – To be aware of and work within the trust's health and safety procedures and policy.

All Bolton Impact Trust Staff are expected to uphold and promote the Trust's Vision and Values

This job description sets out the main duties and responsibilities of the post and each individual task may not be identified. The post holder will be expected to undertake such other duties as reasonably correspond with the general character of the post and are commensurate with its level of responsibility.

Signed  Executive Principal Date.....

SignedPost holder Date

Person Specification / Selection Criteria Receptionist/Administrator

A. Skills & Knowledge

	METHOD OF ASSESSMENT
Effective use of ICT packages including Sims	Application Form / Interview
Understanding of other office based technology-computers, photocopier etc.	Application Form / Interview
Excellent customer service skills	Application Form / Interview

B. Experience & Qualifications

	METHOD OF ASSESSMENT
Qualifications which evidence competence in communication, English and Maths	Application Form / Interview
Willingness to participate in relevant training and development opportunities.	Application Form / Interview
Experience of working in an administrative role	Application Form / Interview

C. Personal Style & Behaviour

	METHOD OF ASSESSMENT
Tact and diplomacy in all interpersonal relationships with the public, pupils and colleagues at work.	Application Form / Interview
Self-motivation and personal drive to complete tasks to the required timescales and quality standards.	Application Form / Interview
To comply with all relevant Academy policies and procedures, including those relating to Health and Safety	Application Form / Interview

D. Personal Skills, Abilities and Competencies

Applicants should be able to provide evidence that they have the necessary skills and abilities required.

	METHOD OF ASSESSMENT
Ability to work under pressure and meet deadlines	Application Form / Interview
Excellent organisational skills and ability to multi task	Application Form / Interview
Ability to work as part of a team	Application Form / Interview