

Job Description	Receptionist	
Scale	Grade 3	37 hours per week, Permanent, Term Time Only (Pro Rata)
Reporting to	School Operations Manager	
Location	Rhyddings, Howarth Street, Oswaldtwistle, Accrington, BB5 3EA	
JOB PURPOSE:		
<p>Under the general guidance of the School Operations Manager provide a friendly, welcoming, efficient and professional front of house reception function.</p> <p>To provide general administrative and office support to other areas of school where required.</p>		
Main Duties and Responsibilities		
<ol style="list-style-type: none"> 1. To be the first point of call for visitors to the school, extend a warm welcome to all callers including parents, visitors, contractors, external agency and delivery staff, providing assistance and direction as necessary. 2. To deal effectively with telephone calls, transferring callers to relevant staff, taking and passing on messages as required and dealing with routine enquiries, providing information as appropriate to ensure a positive outcome. 3. To support the promotion of positive relationships with all school's stakeholders. 4. To follow safeguarding procedures by issuing passes and appropriate lanyards to visitors, ensuring that visitors are signed into and out of the school and checking DBS information for anyone entering the school building. 5. Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons. 6. To ensure that the reception area remains tidy and that literature in the reception area is kept up to date and relevant. 7. To provide general clerical and administrative support, for example, assisting the heads PA with communication to parents and carers to include emails, letters and SMS messages. 8. To work with your colleagues as a team to ensure that MIS systems are kept up to date with accurate information including Attendance and Exams support. 9. Be aware of and comply with all trust and school policies and procedures particularly relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person. 10. Carry out all duties with regard to the school's policies and codes of conduct. 11. Participate in training and other learning activities as required and to participate in appraisal and personal professional development. 12. Set high expectations of conduct, whilst acting as a good role model for others. 		
Other Duties		
<ul style="list-style-type: none"> • Undertaking training as appropriate. • Commitment to safeguarding and protecting the welfare of children and young people. 		

Whole School Duties and Responsibilities

- To carry out the duties in accordance with school-based policies and health and safety procedures/policies.
- To contribute to the provision of an effective environment for learning.
- Contribute to the overall ethos/work/aims of the school.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- To support the promotion of positive relationships with parents and outside agencies.
- To engage in the school's appraisal scheme.
- To take care for their own and other people's health and safety.
- To be aware of the confidential nature of issues relating to home/pupils/staff, etc.

The above range of duties is not exhaustive but should be interpreted as generic guidelines of the range of duties to be undertaken. Other duties at the same level and of a similar nature may be interchanged or added to the list at any time following consultation. In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.

All staff at Rhyddings have responsibility for promoting the wellbeing and safeguarding the welfare of children and young people they have responsibility for or come into contact with in keeping with the *Keeping Children Safe in Education* and child protection policies.

This job description will form part of the basis for appraisal.

Note

1. This job description is not necessarily a comprehensive definition of the post.
2. The particular duties and responsibilities listed above may be subject to reasonable change from time to time following consultation between the Headteacher and the postholder.

Equal Opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding Commitment

This academy is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Note: In addition, other duties at no higher level of responsibility may be interchanged with/added to this list as required. The duties may be varied by the headteacher to meet changing circumstances in a manner compatible with the post held.

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