

ALFRED SUTTON PRIMARY SCHOOL
Job Description: Receptionist

37 hours per week, term time only:

Monday 08.15 - 16.15

Tuesday 08.15 - 16.15

Wednesday 08.30 - 16.15

Thursday 08.15 - 16.00

Friday 08.15 - 16.15

Responsible to: Headteacher, School Business Manager, Office Manager

Organisation

- Be the first point of contact for visitors, parents and all stakeholders when contacting or visiting the school.
- Undertake reception duties, answering routine telephone and face to face enquiries, including pupil absence and admissions. Ensure all visitors signing in and out and pupils arriving late or leaving during the school day use the electronic entry system (Inventry).
- Checking accuracy of returned packs and keeping Deputy Head informed of progress.
- Inputting DBS details on Inventry and the Single Central Record. Ensure signing in and out procedures are consistently followed so that they comply with the school's Safeguarding and Child Protection policy.
- Handle difficult conversations with parents/carers with tact and confidentiality, with support from the Office Manager.
- Taking messages to other parts of the site, as requested
- Take late arrivals to class and manage late pick-ups (liaise with staff and parents); accompany visitors to meeting place; collect children for appointments
- Co-ordinate the distribution of letters and other communication (text, email) to parents/carers.

Administration

- Provide routine support, e.g. photocopying, filing, completing routine forms, including but not limited to sharing assemblies and extra-curricular clubs
- Sort and distribute mail and deliveries; take franked post to post office daily
- Input attendance registration into SIMS in the absence of the Attendance Officer
- Assist parents in registering on ParentPay and, if necessary, in booking meals online; liaise with kitchen staff. If required to do so by kitchen staff ring parents to chase outstanding payments.
- Assist parents in registering and/or booking slots on Parents Evening online, if requested to do so.
- Assist parents with registering for, and using the WEDUC app.
- Respond to email and phone queries as necessary, including setting up meetings for staff, prioritise and forward communications as deemed necessary.
- Assist in the smooth running of school photography process
- File documents in pupil records as required and ensure leavers' documents are removed
- Keep updated files containing pupil data sheets.
- Forward leavers' files to new schools.
- Sort, update and label all files for the new academic year in accordance with class lists.

Medical

- Undertake First Aid at Work Training
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.

Resources

- Operate office equipment, e.g. photocopier, franking machine and Inventry
- Report faults and organise repairs of office equipment and school photocopiers
- Check delivery of goods against despatch notes
- Arrange orderly and secure storage of office stationery supplies, prepare orders

- Ensure Reception area is kept tidy and that information available in Reception for parents is kept up-to-date

Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings when required

Health and Safety: Level 1/2 responsibility

Additional Comments

The postholder will have frequent contact with Governors, parents, members of the Education Department at large as well as outside agencies such as contractors, suppliers and the general public. As s/he will often be the first point of contact with the school, s/he must present an image in keeping with the general ethos of the school.

ALL information relating to children gained in the course of working in school must be regarded as STRICTLY CONFIDENTIAL and discussed only with teaching staff.

Person Specification: Receptionist

Qualifications/Education/Training

- Numerate and literate – GCSE in Maths and English to at least grade C

Knowledge, Skills and Abilities

- Good communication skills to be able to politely give advice to parents and other stakeholders
- Ability to relate well to children and adults
- Work constructively as part of a team, understand school roles and responsibilities and your own position within these.
- Ability to determine appropriate time to involve Headteacher
- Effective use of IT packages, to include Word and Excel
- Knowledge and experience of SIMS desirable
- Good numeracy and literacy skills
- Appropriate knowledge and application of first aid, or be willing to undertake First Aid training
- Good understanding and ability to use relevant technology e.g. photocopier
- Participate in development and training opportunities

Experience

- Previous experience of general clerical/administrative work