



Job Title	School Receptionist and Administrator
Salary Scale	RG3 scale point 15-21 (gateway scp18)
Reports To	School Business Manager

### SUPPORTING KATESGROVE PRIMARY SCHOOL'S VISION AND VALUES

As a member of staff within the School the post holder is required to:

1. consistently conduct his/her role in order that the School vision of aspiring to be the best is achieved for all pupils and adults in order that every pupil makes a positive contribution to the community now and in the future
2. continually contribute to the School's success through its vision statement and modelled behaviour towards anyone in the school and, when out of school, if a member of staff can be identified, the highest standard of conduct, confidentiality and behaviour is expected
3. safeguard all pupils and support the school's culture to make everyone feel safe, by ensuring the school's policy on Safeguarding, Health and Safety, confidentiality and data protection are rigorously implemented and promoted at all times
4. promote a culture of inclusion within the School as a whole where all voices are heard, respected and acknowledged
5. contribute to ensure the administrative service promotes the highest standards of business ethos of the school

### STATUTORY RESPONSIBILITIES AND REQUIREMENTS OF THE ROLE

This role has no statutory qualifications but the post holder is expected to access all opportunities for continued professional development and training that will benefit the school.

The post holder should also understand and maintain a knowledge of the contents of:

- a. Ofsted: The Framework for School Inspection
- b. Berkshire LSCB Child Protection Procedures

The post holder should also hold a certificate in general First Aid or be working towards this qualification

### DESIGNATION OF THE POST

The post holder is:

- directly accountable to the School Business Manager

### MAIN PURPOSE AND DUTIES OF THE ROLE

The School Receptionist is accountable for:

#### 1. Reception Duties

- a) welcoming any visitors or contractors in a professional and courteous manner, which embodies the ethos of the school ensuring they are registered and issued with appropriate security information and that the person they are visiting is contacted promptly
- b) dealing with pupils arriving after registration period and those pupils who need to leave the school during teaching hours, ensuring appropriate care required is given or sought for pupils who are unwell
- c) dealing with telephone calls and directing calls and distribution of messages – responding on behalf of school where appropriate

- d) dealing with and responding to a variety of contact from pupils, staff, parents/carers and visitors including direct, telephone and written correspondence and ensure clear, precise and accurate information is given
- e) ensuring that the reception area is covered during any absence by working with other administrative staff
- f) ensuring the reception desk and area are continually tidy and present the school in the best possible manner
- g) ensuring information and display documents are up-to-date and relevant to the school and the wider community it serves

## **2. General Administration and School Support**

- a) participating with all office based staff to ensure appropriate cover for breaks and staff absence by undertaking a range of administrative tasks and procedures to support the school
- b) supporting the school, particularly Headteacher and Deputy Headteacher by undertaking a variety of tasks which will include, but is not exclusive to: photocopying, typing and distribution of letters, message delivery, creating certificates, paper stock maintenance, distributing letters on behalf of the school as required
- c) appreciating and supporting the role of other professionals making a positive contribution to the team
- d) monitoring email correspondence received by the school administration address, responding where appropriate or sign-posting to the correct school contact or receiving answer and replying on their behalf
- e) dealing with all matters relating to school uniform, book bags and school branded material which is for sale – including sales, cash handling and stock control maintenance and ordering liaising with School Business Manager who will deal with banking
- f) receiving and issuing receipts for cash or cheques received from parents/carers and ensure securely held and passed promptly to the administration staff
- g) investigating best value purchases and passing information to School Business Manager
- h) receiving and checking deliveries and resolving queries and distributing to the appropriate people
- i) managing and maintaining school diary, so that enquiries can be accurately dealt with
- j) liaising with website administrator where required to ensure school website is accurate and up-to-date
- k) attending relevant meetings as required

## **3. School Meals**

- a) promoting and encouraging the receipt of free school meal entitlement to increase income for the school
- b) collating accurate daily numbers of school lunch orders and free school meal numbers and liaising with the kitchen team to ensure all children receive correct meal

## **4. Continuing Professional Development & Appraisal**

- a) reviewing the quality of his/her performance against set targets and objectives
- b) seeking out and taking all opportunities to improve areas for development
- c) participating in training and other learning activities and performance development as required
- d) ensuring that his/her health and safety, safeguarding and safe handling training is up to date
- e) preparing for and participating in his/her formal supervision and appraisal and, if appropriate, that of other colleagues

## **Gateway Progression Criteria:**

In order to progress through the Gateway the post holder must be able to demonstrate a high level of competence in the following areas:

- a) ability to train others in the basic administrative tasks
- b) updating school records and recording systems and extracting information as required
- c) ability to update SIMs data competently under the supervision of School Administrator
- d) assist School Business Manager and Finance Assistant with recruitment paperwork

## PERSON SPECIFICATION

### Specific Requirements

- This post is subject to an Enhanced DBS Check within the legislative framework of the Disclosure and Barring Service
- The post is subject to completing level one of Health and Safety responsibilities for Katesgrove Primary School
- The post holder should also hold a certificate in general First Aid or be working towards this qualification
- The post holder is also required to attend any identified training to further their development and the development of Katesgrove Primary School

### Qualification Requirements

- Good general standard of education – GCSE C Grade or above in English and Mathematics (or recognised equivalent)
- Previous office based administrative or customer service experience at a senior level
- Previous experience of working with MS Office packages (word, excel, outlook)

### Required Skills & Abilities

- High Standard of demonstrable interpersonal and communication skills – including ability to handle challenging situations
- High standard of communication skills leading to the development of positive relationships with external partners and agencies
- Understand the rules of strict confidentiality and safeguarding practices
- Ability to work under pressure and set and meet pre-determined deadlines where they may change at short notice
- Ability to understand and advise others on school policies and codes of practice
- To be flexible and adaptable to the wide range of duties undertaken
- Ability to produce accurate and well-presented work
- Willingness to undertake training and learn new systems
- Ability to deal appropriately with potentially distressed and/or aggressive parents or visitors in person or over the telephone
- Ability to input and retrieve data accurately as required from a variety of manual and IT systems
- Ability to work as part of a team and on own initiative with high levels of accuracy with minimal supervision
- Ability to resolve discrepancies without disruption to service
- Ability to recognise and deal appropriately with non-standard enquiries from clients or members of the public on the phone and able to identify emergency situations that need immediate response.

**AGREEMENT WITH THE POST HOLDER**

This Job Description is not your Contract of Employment or any part of it.

In addition to your Contract of Employment and this Job Description, the postholder is also required to abide by the Code of Conduct for school Staff at Katesgrove Primary school.

The Job Description is prepared for the purposes of school structure and may be altered to reflect changes in your Contract or the school organisation.

All changes will include a consultation period.

This document will be reviewed annually by the Headteacher in line with legislation.

This document must not be altered once it has been signed, without the consent of both parties.

Job Title	School Receptionist
Name of Postholder	
Signed Post Holder	
Date	

Name of Headteacher	Shelley Lowther
Signed Post Holder	
Date	