



The Vale Federation Job Description

Inspire—Enable—Achieve

School Name:	Booker Park School
Position:	Receptionist
Salary Range:	Bucks Pay Range 1
Responsible To:	Senior Administrator

The Vale Federation Values

DETERMINATION	Staff are unfailing determined to support pupils in achieving their very best.
EXCELLENCE	Staff have high expectations of themselves and fulfil their role to a standard of excellence.
COURAGE	Staff model having courage and support children's resilience.
TRUST	Staff always act in a trustworthy manner. They are honest and reliable at all times.
KINDNESS	Staff always act in a manner that demonstrates kindness towards children and towards each other. Staff will be positive role models for children.
FRIENDSHIP	Staff demonstrate friendship by being caring, supportive, having fun, and sharing ideas.
RESPECT	Staff are positive role models at all times and demonstrate their respect for others through their behaviour.
EQUITY	Staff are committed to ensuring that each individual has their needs well met.

Job summary:
<ul style="list-style-type: none"> ➤ Being the first point of contact at school for parents, pupils, staff and all visitors, you will be juggling the demands of a busy reception desk. You will offer a professional, warm and friendly welcome, both face-to-face and on the telephone, ensuring calls and visitors are dealt with in a timely, professional and effective manner. Other tasks include providing high quality administrative support as required, sorting daily incoming post, taking in deliveries and generally contributing to the smooth running of the wider school admin team.
Main duties and responsibilities:
<ul style="list-style-type: none"> ➤ Reception and front of house duties ➤ Operating a multi extension switchboard ➤ General administrative duties ➤ Other specific duties that may be required, commensurate with the level of the job ➤ Screening visitors arriving at school gates using intercom system and granting access to school grounds ➤ Making external calls to others, e.g. parents, when instructed by teachers and other teaching staff
Reception and front of house duties:
<ul style="list-style-type: none"> ➤ Meeting, greeting and welcoming visitors in a courteous, professional manner ➤ Representing the school in a positive way to visitors ➤ Administering the school's visitor procedures and protocols to ensure safeguarding standards are met ➤ Signing visitors in using the electronic visitors' entry system ➤ To be aware of the sensitive nature of information that may be learnt during the course of duties and to ensure confidentiality is maintained and compliance with GDPR is upheld ➤ To be aware of, and have regard to, the Health & Safety policy of the school ➤ To ensure that agreed procedures are followed in the event of an accident or incident ➤ Fire Warden duties
Operating a multi-extension switchboard:
<ul style="list-style-type: none"> ➤ Answering all internal and external calls in a calm, confident and professional manner ➤ Screen and distribute calls promptly as appropriate to individuals within the Vale Federation ➤ Record incoming calls and messages accurately passing on messages promptly using appropriate method depending on urgency of call ➤ Handle enquiries with sensitivity using initiative as required ensuring confidentiality is maintained at all times and compliance with GDPR is upheld
General administrative duties:
<ul style="list-style-type: none"> ➤ Updating and amending documents, data entry and other administrative duties as directed by the Senior Administrator and other senior staff ➤ Supporting the Senior Administrator with other day-to-day tasks as appropriate ➤ Checking the Office email account, responding to or forwarding emails as appropriate ➤ Attending and participating in certain school meetings as directed by the Senior Administrator and other senior staff ➤ General office duties including photocopying, laminating, binding and scanning ➤ Opening external post and distributing to relevant staff. Preparing post to be sent out by Royal Mail ➤ Provide general admin to the wider school admin team

Training:
➤ Employees are expected to participate in training and professional development in order to meet performance objectives attending any relevant training for the job role.
Safeguarding Statement:
The Vale Federation is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff, workers, and volunteers to share this commitment. The successful candidate will be required to provide two satisfactory references, undertake pre-employment checks including a health check, and have a cleared Enhanced Disclosure & Barring check. An online search (including social media) will be carried out for all shortlisted candidates as part of our recruitment process.

This job description describes in general terms the normal duties which the post-holder will be expected to undertake. In addition, duties may vary from time to time. The job description may be changed at any time, after consultation with the employee.

I agree to accept this job description:

Signed: Print Name:

Date:



The Vale Federation of Schools

Person Specification

Inspire - Enable - Achieve

School Name:	Booker Park School
Post:	Receptionist

Factors	Essential	Desirable	Assessment Method
Qualifications	GCSE 's Grade C or above or equivalent, including English Language and Maths	Current, clean and full UK Driving License First Aid in Schools or Paediatric First Aid NVQ in Administration	Certificates at interview
Experience & Knowledge	Working effectively in reception or similar setting/role Experience of using a telephone system Proven record of good IT skills including Microsoft Packages (Word, Excel, SharePoint, Outlook) to be able to create documents and spreadsheets and create, send and respond to emails Experience of having good organisational skills and ability to prioritise own workload Experience of working constructively as part of a wider team, and independently Understanding school roles and responsibilities and your own position within these Experience of working with confidential and sensitive information Awareness of GDPR and your responsibilities as part of this post	Experience of working in a school environment Working knowledge of Arbor	Application form References Interview

	Experience of using office equipment such as photocopier, scanner and laminator		
Personal Qualities	<p>Strong oral and written communication skills being able to deal confidently and sensitively with a wide range of people</p> <p>Ability to multi-task and keep calm and focused under pressure, with a mature and unflustered attitude</p> <p>Being pro-active and self-motivated</p> <p>Flexible and adaptable with regard to working at other sites across the Federation</p> <p>Awareness of when to use own initiative and when to check, taking ownership of tasks</p> <p>Ability to question and clarify information</p> <p>A calm, courteous, friendly but professional approach</p> <p>Smart personal appearance and dress</p> <p>Personal stamina and resilience including a good record of attendance, punctuality and health</p> <p>Respect for others and valuing diversity</p> <p>A commitment to safeguarding and promoting the welfare of children and young people</p>	Awareness of local and national agencies that provide support for children and young people and their families	References Interview
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