



JOB DESCRIPTION

Job Title: Receptionist
Grade: A1/A3 SCP 1-4
Reporting to: Office Manager

Job Purpose:

To provide a first-class reception service and administrative support to the Academy under the direction of the Reception Manager.

Responsibilities:

- Undertake reception duties, answering routine telephone and face to face enquiries and the signing in of visitors.
- Provide routine clerical support e.g. photocopying, filing, emailing, completing routine forms.
- Act as the first point of contact for visitors, parents and students – both in person and on the telephone. It is expected that everyone will be dealt with in a courteous, professional, calm and friendly way.
- Provide an excellent customer service to parents, students, colleagues and visitors to the school.
- Assist with student first aid and welfare duties, looking after sick students, liaising with parents/staff as required.
- Assisting with arrangements for visits by school nurse, photographer etc.
- Maintain manual and computerised records/management information systems.
- Undertake typing, word-processing and other IT based tasks.
- Sort and distribute mail.
- Arrange orderly and secure storage of supplies.
- Report inappropriate student behaviour and convey serious incidents to a member of the Senior Leadership Team as appropriate.
- Be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support equal opportunities policies.
- Contribute to the overall ethos/work/aims of the school.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Take stock of First Aid equipment and place orders when necessary.
- Amend/update student records on the data base when necessary
- To undertake any other duties as required by the Personal Assistant that are commensurate with the job evaluation outcome for this post

Personal Responsibilities:

- To hold positive values and attitudes and adopt high standards of professional conduct in line with the Seven Principles of Public Life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership) and our trust values of Diligence, Integrity, Rectitude and Kindness.
- Carry out the duties and responsibilities of the post, in accordance with GORSE's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout GORSE.
- To willingly engage with training as required.
- Treat all aspects of the role with the strictest confidentiality.

GORSE

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.

Any Special Conditions of Service:

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period.
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support academy events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

We are committed to safeguarding the welfare of children and expect all staff and volunteers to share this commitment. The successful candidate will be subject to full employment checks, including an enhanced DBS disclosure and barring service check. We promote diversity and aim to establish a workforce that reflects the population of Leeds.

Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.

Person Specification Receptionist

Criteria	Essential/ Desirable
Qualifications	
<ul style="list-style-type: none"> GCSE Maths and/or English grades A*- C. 	E
Knowledge and Skills	
<ul style="list-style-type: none"> Excellent telephone manner / communicator. 	E
<ul style="list-style-type: none"> Computer literate and knowledge of Microsoft Office applications, especially Word and Excel. 	E
<ul style="list-style-type: none"> Ability to work on own and part of a team. 	E
<ul style="list-style-type: none"> Ability to keep accurate records. 	E
<ul style="list-style-type: none"> Excellent interpersonal skills. 	E
<ul style="list-style-type: none"> Smart appearance. 	E
<ul style="list-style-type: none"> Friendly, calm, and unruffled disposition. 	E
<ul style="list-style-type: none"> A passion for education and making a difference. 	E
<ul style="list-style-type: none"> Excellent communicator. 	E
<ul style="list-style-type: none"> Effective team member. 	E
<ul style="list-style-type: none"> Drive and determination. 	E
<ul style="list-style-type: none"> Ambition, energy, and enthusiasm. 	E
Experience	
<ul style="list-style-type: none"> Good telephone manner/communicator. 	E
<ul style="list-style-type: none"> Ability to keep accurate records. 	E
<ul style="list-style-type: none"> Excellent interpersonal skills. 	E
<ul style="list-style-type: none"> Smart appearance. 	E
<ul style="list-style-type: none"> Experience of SIMs data base. 	D
<ul style="list-style-type: none"> Minimum 2-year office/reception experience. 	D
<ul style="list-style-type: none"> Flexible (and willingness to be an extra pair of hands anywhere). 	D
<ul style="list-style-type: none"> Experience of dealing with young people 	D
Continuous Professional Development	
<ul style="list-style-type: none"> Evidence of commitment to Continuing Professional Development 	E
Other Conditions	
<ul style="list-style-type: none"> Enhanced DBS Clearance 	E

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