



# JOB DESCRIPTION

## Receptionist – Level 1

### REPORTS TO

Chief Financial Officer

### GRADE

2

### JOB PURPOSE

To provide administrative support to the school leadership team and wider school staff.

### MAIN RESPONSIBILITIES

- To possess excellent customer service skills and high levels of professionalism
- To promote a positive image at all times
- To assist with day to day administration tasks of the Academy, including school activities, liaising with parents and trips
- To act as an initial point of contact for incoming phone calls, visitors, students, staff and enquiries
- To take telephone messages and email/scan them or deliver them to the correct person in a timely manner
- To meet and greet visitors, to ensure all visitors to school sign in and notify staff of the arrival of visitors. To escort visitors and children around school as required
- To open and distribute incoming mail and record and send outgoing mail for the Academy
- To accept deliveries, check contents of deliveries where appropriate. To distribute goods to the correct person as required and to arrange special deliveries when necessary
- To be flexible and highly organised
- To work to deadlines in a calm and confident manner when under pressure
- To use Arbor on a daily basis for school administration, including registration of children and to produce daily attendance logs
- To ensure general office area is tidy and hazard free at all times
- To carry out any such task as shall be deemed necessary to the smooth running of the school
- To adhere to Trust policies and procedures at all times, including GDPR, Health and Safety, Confidentiality and Safeguarding

These are illustrative duties and the post holder will be expected to become involved in a wide range of work to enable the office to work effectively and efficiently.

### MANAGEMENT OF PEOPLE

No direct line management responsibilities but is required to occasionally demonstrate duties, give advice and guidance to employees, students or trainees.

### **CREATIVITY AND INNOVATION**

Work is straightforward and carried out with supervision and within set procedures.

### **CONTACTS AND RELATIONSHIPS**

Day to day contacts with parents/carers, staff and external bodies on routine matters.

### **DECISIONS**

**Discretion** – Work is carried out within clearly defined policies and procedures. Advice can be sought from line manager.

**Consequences** – Impact on school administrative process which is likely to be easily identified and remedied.

### **RESOURCES**

General office equipment needed to carry out tasks, such as PC and audio equipment.

### **WORK ENVIRONMENT**

**Work Demands** – Work is subject to many interruptions from reception/telephone duties. This is part of the role and does not cause any significant change to the overall tasks to be carried out.

**Physical Demands** – General office may involve periods of working at a computer.

**Working Conditions** – Work is carried out in a well-lit/ventilated office environment.

### **KNOWLEDGE AND SKILLS**

Formal qualifications are not essential for this role, however, the postholder should have the ability to communicate effectively with children and adults, be able to empathise with children and work as part of a team. Postholder should also have keyboard skills and be computer literate.

The post holder will have GCSE or equivalent in maths and English.

### **OTHER DUTIES**

The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the postholder.

### **EQUAL OPPORTUNITIES**

The postholder is required to carry out the duties in accordance with the Tall Oaks Academy Trust Equal Opportunities policies.

### **HEALTH AND SAFETY**

The postholder is required to carry out the duties in accordance with the Tall Oaks Academy Trust Health and Safety policies and procedures.

### **SAFEGUARDING**

All Trust staff have a responsibility to safeguard and promote the welfare of children and young people across the Trust.

PERFORMANCE STANDARDS FRAMEWORK COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE	ESSENTIAL	DESIRABLE	ASSESSMENT A – Application Form I – Interview T - Test
<b>EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS</b>			
Educated to GCSE (minimum C Grade or equivalent in English and Maths)	✓		A
Possess and admin-related qualification		✓	A
Willingness to participate in further Continued Professional Development	✓		A/I
<b>EXPERIENCE</b>			
Recent experience of working in a school environment.		✓	A/I
Experience of using Arbor or an MIS system		✓	A/I
<b>SKILLS AND KNOWLEDGE</b>			
Able to communicate effectively with children, parents and staff	✓		
Confidence and ability to use own initiative	✓		
Understanding of and commitment to the school policies, in particular: <ul style="list-style-type: none"> <li>• Safeguarding</li> <li>• Awareness of Health and Safety implementation in the workplace</li> <li>• Implementation of the school Equal Opportunities Policy</li> </ul>	✓		A/I
Ability to use ICT and other basic technology	✓		
<b>GENERAL/PERSONAL QUALITIES AND CHARACTERISTICS</b>			
An effective team player but can think and work independently	✓		I
Able to work under pressure in a busy office environment	✓		A/I
Professionally discrete and respects confidentiality	✓		A/I