



**Receptionist**

**Application Pack**

**Application Forms**

Furze Platt Road, Maidenhead, Berkshire SL6 7NQ

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Tel: 01628 625308 | Fax: 01628 782257

## Job Title: Receptionist

### Start Date: January 2022

Permanent, part time, 23.25 hours a week, start time 8am, finish time 4pm (includes a half hour break)

Monday to Wednesday, term time only

Actual salary £11,025 - £11,240pa depending on experience

Furze Platt is a highly successful mixed comprehensive school serving the children of Maidenhead. At Furze Platt, 1400 students of all abilities develop the skills and qualities to enable them to excel in the future. We are a highly ambitious, high-achieving and fully inclusive school in which our students are challenged and supported to achieve excellence.

We are looking for someone with experience of using IT systems and who has worked in a customer-based environment. As well as forwarding calls to relevant staff members and answering queries from parents, carers and other callers, you will be the first point of contact with all visitors into school. You would be responsible for monitoring students signing in and out of school for appointments during the school day. You will also support the HR team with ad-hoc administrative tasks such as sorting the incoming post, franking outgoing post and completing class registers on behalf of supply teachers who are covering absent teachers. You would also keep our reception area tidy and well stocked with relevant school literature which our visitors can enjoy whilst they are waiting to meet our students and staff.

This role requires someone who is professional, able to remain calm under pressure and make decisions in a busy school environment where no two days are the same. If you are an effective and confident communicator who enjoys being part of a team, we would love to hear from you.

For further information about this role and in order to complete a **Support Staff Application Form** please refer to our school website [www.furzeplatt.com](http://www.furzeplatt.com). Application forms should be returned to **Kiran.smith@furzeplatt.net**. Only applications submitted on the school application form will be considered.

Furze Platt Senior School is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment. This post is subject to an enhanced disclosure via the Disclosure and Barring Service.

**Closing date: Thursday 2<sup>nd</sup> December 2021**  
**Interviews will take place: week commencing 6<sup>th</sup> December 2021**



# Receptionist

## Job Description: Receptionist

<b>Line Manager:</b>	Human Resources Manager
<b>Main Purpose of Role:</b>	To be an effective, efficient and professional first point of contact for staff, parents/carers and visitors during school hours. To carry out the necessary administrative support tasks as and when required.

### Main Responsibilities:

1. Operate the telephone switchboard to answer, screen, record and forward calls, provide information, take brief messages if necessary and deal with any urgent enquiries using appropriate members of staff such as the Pastoral Team and Senior Leadership Team.
2. Be the first point of contact with visitors into school, ensuring they can enter the school during times when the gates are closed, that they sign in and receive a badge, and are met and escorted to relevant locations within the school environment if necessary. Ensure that badges are returned and organise replacement ones as and when necessary.
3. Be the first point of contact with new students ensuring they purchase the right House tie and are collected by their Head of House on their first day.
4. Carry out administrative support tasks such as distributing internal and external post, parcels (including Exam parcels), daily franking of post, updating registers in SIMS when they come through from supply staff, and other administrative duties as requested by the HR Manager.
5. Manage the appointment sheets for parent/student tours of the school.
6. Oversee the main Reception area where visitors are seated ensuring it is tidy, professional looking and stocked with up-to-date documents which visitors to the school can read and refer to.
7. Oversee the reception office ensuring it is kept tidy and professional looking. Ensure that the reception office photocopier is working and supplied with paper and toner. Deal with any issues with the franking machine.
8. Maintain and keep up to date the records of students who arrive in school after medical or other appointments and those who sign out. Transfer these records to the school's management information systems (SIMS, Go4Schools).
9. Support students at the end of the school day if the student Reception area is closed.

OTHER

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties of the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

I have read the Job Description and understand the outline of my responsibilities as set out above. I accept that these may change from time to time in accordance with business requirements and will be reviewed annually as part of my performance appraisal. I also understand that I may be requested to carry out other reasonable activities from time to time which are in line with the requirements of the business.

Name:	Signature:
Date:	

***Furze Platt Senior School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***

## Person Specification: Receptionist

	Essential	Desirable	How to be tested
<b>Qualification criteria:</b> <ol style="list-style-type: none"> <li>5 good GCSEs including English &amp; Maths at Grade C or above (or equivalent).</li> <li>Microsoft Office skills, particularly Excel and Word.</li> <li>Eligible to work in the UK.</li> </ol>	<p>✓</p> <p>✓</p> <p>✓</p>		Application form
<b>Experience of:</b> <ol style="list-style-type: none"> <li>Using switchboards.</li> <li>Working in an educational environment.</li> <li>Working in a customer-based environment.</li> <li>Carrying out administrative tasks.</li> <li>Using Word and Excel.</li> <li>Using in-house IT systems – SIMS, Googledocs, Go4Schools</li> </ol>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	Application form and interview
<b>Behaviours, Skills and Strengths:</b> <ol style="list-style-type: none"> <li>Smart appearance and professional approach when dealing with staff, students, parents and carers and visitors.</li> <li>Able to communicate effectively and confidently with staff, students, parents and carers and visitors.</li> <li>Work well under pressure and be decisive in a busy school environment.</li> <li>Good administrative skills including an attention to detail and accuracy.</li> <li>Willingness to take on additional responsibilities, particularly during busy times at front of house.</li> <li>Able to remain calm and think effectively when an emergency occurs.</li> <li>Able to manage own time, prioritise and use initiative.</li> <li>High levels of honesty and integrity.</li> </ol>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		Application form and interview
<b>Other:</b> <ol style="list-style-type: none"> <li>This post is subject to an enhanced DBS disclosure.</li> <li>The post holder must be committed to safeguarding the welfare of children.</li> </ol>	<p>✓</p> <p>✓</p>		DBS Process References