

Isca Academy – Job Description

Job Title:	Receptionist
Location:	Isca Academy
Responsible to:	Head of Business Support
Salary Grade:	Grade C

Key Purpose of Job

- To support the day to day efficient running of the school reception through positive communication and liaising with visitors, students and staff.
- To provide administrative support to staff on a day to day basis to ensure effective running of the school.
- To provide efficient administration to support our Head of Business.
- To support the efficient day to day running of the school office.
- To assist in the administration of regular school events such as Parents Evenings.
- To plan and administer the school immunisation process.
- To oversee the booking of meeting rooms for staff, parents and visitors.
- To maintain effective records in the single central records.

Key Duties and Accountabilities

- To be the first point of contact for visitors to the school, ensuring that every experience of Isca Academy is a positive one.
- To provide efficient and polite telephone communication for the school.
- To provide efficient communication between the school and parents, visitors and other agencies.
- To provide administrative support the Head of Business Support.
- To assist in keeping data up-to-date on the Bromcom system.
- To assist in the administration of regular school events such as Parents Evenings.
- To support the efficient day to day running of the school office.
- To manage school lockers.
- To plan and administer the school immunisation process.
- Reception duties, including welcoming and dealing with visitor queries, passing of messages to appropriate staff and dealing with student queries.
- Sending group-call messages to parents.
- Assisting with admin office emails where appropriate.
- General administrative support, including photocopying and filing.
- Dealing with incoming and outgoing mail.
- Any other relevant duties as directed by the Leadership Group.

Supervision/ Line Management Responsibilities of the Post

- This post does not include supervisory responsibilities.

Working Environment and Conditions of the Post

- Normal office environment.

Other Duties

All Isca academy staff are expected to:

- All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- The Trust operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Trust buildings, enclosed spaces within the curtilage of buildings, and Trust vehicles.
- The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, members of other agencies and community members.
- The post-holder is expected to familiarise themselves with and adhere to all relevant Trust and School Policies and Procedures.
- The post-holder must comply with the Trust's Health and Safety requirements specifically for the school they are working at.
- This post is based at Isca Academy but the post holder may be required to move their base to any other location within the Trust upon request.
- The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.
- To undertake additional duties as required, commensurate with the level of the job.
- To attend Awards Evenings and Celebration Events.
- As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether "spent" or "unspent". Criminal convictions will only be taken into account when they are relevant to the post.
- This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

This job description is subject to review by consultation.

Receptionist: Person Specification

	ESSENTIAL/ DESIRABLE	How Assessed*
Experience		
Experience of use of Microsoft Office	E	AF, I
Experience of working as part of a team	E	AF, I
Experience of cash handling	D	AF, I
Qualifications and training		
GCSE Pass or equivalent including Maths and English	E	AF, I, C
First Aid at work qualification (Training Available)	D	AF, I C
Skills		
Ability to be an expectational public face for the Academy	E	AF, I
Ability to form positive relationships with staff, students and all stakeholders, including members of the public.	E	AF, I
Problem-solving	E	AF, I
Excellent computer skill	E	AF, I
Numerate	E	AF, I
Good organisation and time management	E	AF, I
Excellent communication and inter-personal skills	E	AF, I
Approachable	E	AF, I
Qualities		
Good sense of humour	E	AF, I
Ability to remain calm under pressure	E	AF, I
Ability to work independently and use own intuitive	E	AF, I
Ability to work with young people in a lively, flexible environment	E	AF, I
Flexible approach to work	E	AF, I
Ability to manage multiple tasks and priorities	E	AF, I
Other		
Must pass <i>all</i> relevant safeguarding of children checks	DBS checks, self-declaration and interview	

*AF= Application Form; C = Certificate; R= References; I= Interview