**Receptionist (Grade C)**

**Job Description**

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| **Key purpose of the role** |  | Enable the Trust to realise its mission to ‘Transform lives, strengthen communities and make the world a better place by providing by providing a warm and welcoming reception service. |
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| **Your responsibilities** |  | * Provide a warm, welcoming and effective reception service for the school |
|  | * Act as a first point of contact for scholars, parents/carers and other visitors |
|  | * Respond to face to face, telephone and email enquiries |
|  | * Provide administrative support as required |
|  | * Provide cover for colleagues |
|  | * Maintain an up-to-date knowledge of the procedures and processes for safeguarding the welfare of children and actively promote best practice. |
|  | * Act as a role model for scholars at all times * Specific additional duties as directed by the Head of Business support |
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| **Grading criteria** |  | * Support colleagues to familiarise themselves with their role. |
|  | * Establish the best course of action using a range of recognised procedures |
|  | * Identify the need, assess the situation and initiate action, providing comprehensive guidance, advice and support. |
|  | * Undertake work carried out within clearly defined rules and make decisions from a range of established options |
|  | * Make decisions which have limited or short-term effects on immediate colleagues, scholars or members of the community. |
|  | * Work may be subject to interruption but the program of tasks will not be subject to significant change. |
|  | * Good standard of practical knowledge/practical skills embedded in the professional area. |

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**Person Specification**

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| **Qualifications** |  | * GCSE (or equivalent) in English and Maths |  | Essential |
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| **Experience** |  | * Administrative or reception experience |  | Essential |
|  | * Administrative or reception experience in an educational setting |  | Desirable |
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| **Key skills** |  | * Excellent organisational skills and ability to meet deadlines |  | Essential |
|  | * Good knowledge of ICT |  | Essential |
|  | * Excellent communication skills |  | Essential |
|  | * Able to use own initiative |  | Essential |
|  | * Excellent team player |  | Essential |
|  | * Maintain confidentiality and adhere to Data Protection regulations at all times |  | Essential |
|  | * Able to fulfil all aspects of the role with confidence and fluency in English |  | Essential |
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| **Values** |  | * **Ambitious**: works hard, has the highest standards and is positive for the future. |  | Essential |
|  | * **Selfless:** is self-aware and emotionally intelligent to be able to support self and others to thrive. Works selflessly to support the Trust’s mission and strategic priorities. |  | Essential |
|  | * **Collaborative**: builds strong relationships and networks. |  | Essential |
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| **Job Evaluation** |  | JE Job Number: AD3  JE Score: 330  Grade: C |  |  |