**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.
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|  | * Work may be subject to interruption but the program of tasks will not be subject to significant change.
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|  | * 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 |
|  |  |  |  |  |
| **Experience** |  | * Administrative or reception experience
 |  | Essential |
|  | * Administrative or reception experience in an educational setting
 |  | Desirable |
|  |  |  |  |  |
| **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 |
|  |  |  |  |  |
| **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: AD3JE Score: 330Grade: C |  |  |