

**JOB DESCRIPTION & PERSON SPECIFICATION**

**RECEPTIONIST**

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| **Job Title: Receptionist**  **Work Location**: Academy Based  **Salary:** Grade3, SCP 4-6 (Actual Salary: £20,990 - £22,148)  **Accountable to:** Principal  **Line Manager:** Principal’s PA and Academy Business Manager  **Liaising with:** All staff, students, parents and visitors.  **Working Time/Hours**: Monday-Thursday – 8.00am-4.30pm (1 hour lunch) 8.00am – 4.00pm (1 hour lunch) |

**General Job Purpose:**

You will be a member of the office team, contributing to a range of office duties including taking responsibility for a busy reception area and undertaking work processing and administrative tasks alongside your reception duties. You will have excellent organisational skills, be customer focused and have a sensitive approach in dealing with parents, students, staff and external professionals. Much of the work in the office will be confidential with tight deadlines to be adhered to. You should be able to work well under pressure and to a high standard of accuracy, with good word processing and computer skills. An excellent telephone manner is vital.

This is a busy and demanding role, so you will need to be resilient and calm and able to deal with a wide range of people. A flexible approach to your work and manging your time effectively is essential. It is the responsibility of all office staff to ensure a high standard of work and professionalism, consistently approaching all activities with sensitivity, cooperation and friendliness.

**Main Responsibilities:**

The following list includes but is not limited to:

* Greeting visitors, directing visitors for other departments and ensuring all visitors are signed in and issued correct badges.
* Answering incoming telephone calls, both internal and external.
* Dealing with enquiries, whether by e-mail, post, telephone or in person, politely, efficiently, and effectively.
* Receiving deliveries and keeping them safe. Organising distribution/collection from reception as appropriate.
* Dealing with pupil and staff enquiries.
* Effective and onward distribution of all enquiries for other departments and or staff. Monitoring response if applicable.
* Ensuring that the Reception area is kept tidy and maintained throughout the day, reporting any issues and replenishing supplies where required.
* General office duties, e.g. typing, completing internal forms, filing, databases.
* Post opening and distribution of incoming post. Preparing outgoing post for dispatch, taking outgoing post to the post office. Ensuring the franking machine is topped up and properly maintained and consumables ordered as required. Preparation and transmission of group mailings, whether electronic or by post.
* Liaising with appropriate departments and staff to ensure that relevant information is passed on in a timely and accurate manner.
* Promoting and safeguarding the welfare of children and young persons for whom you are responsible or come into contact with and provide first aid cover where needed.
* Administration, secretarial assistance to senior leadership team where required.
* Assisting with travel arrangements for school trips including obtaining quotes and subsequent bookings.
* Assisting and supporting with school events e.g. Staff Meetings, Open Evenings and Parent Consultation Evenings.
* Any other administration necessary to ensure the School meets its statutory obligations.
* Any other duties as and when required

***For further details of the job role and expectations of working within the Academy, details can be discussed on a visit or interview. Please contact Anna Morgan*** [***a.morgan@josephleckieacademy.co.uk***](mailto:a.morgan@josephleckieacademy.co.uk)

**Safeguarding**

Joseph Leckie Academy is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Joseph Leckie Academy. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead or DDSL.

This job description reflects the policies agreed by the Trustees. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time. This job description will be reviewed regularly and is an integral part of the appraisal and line management process.

Employee Signature……………………………………………………………………………………………………………. Date……………………………….

Print Name (Employee)…………………………………………………………………………………………………………………………………………………

Employer Signature……………………………………………………………………………………………………………. Date………………………………..

Print Name (Employer)………………………………………………………………………………………………………………………………………………….

Job Title…………………………………………………………………………………………………………………………………………………………………………

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| N:\High Res White Border.fw.png  Personal Specification  Receptionist | | |
| **Criteria** | **Essential (E)**  **Desirable (D)** | **Source**  **(see below)** |
| Qualifications | | |
| Good standard of education including A\*- C (or equivalent) in English | E | A |
| Good standard of education including A\*- C (or equivalent) in Maths | E | A |
| Continued education and/or CPD relative to the role | E | A, I |
| First Aid qualification *(or willingness to undertake a First Aid Qualification)* | E | A,I |
| Professional Experience and Skills | | |
| Experience working in a busy office | D | A, I, R |
| Experience working in a school | D | A,I,R |
| Clear understanding of confidentiality | E | A, I, R |
| Excellent communications skills, both written and verbal | E | A, I, R |
| Able to build positive, successful relationships with staff, pupils, staff and the wider community | E | A, I, R |
| The ability to work unsupervised and use your own initiative | E | A, I, R |
| Competent use of ICT systems including Microsoft Office | E | A, I, R |
| Personal Qualities and Attributes | | |
| Professional and efficient | E | A, I, R |
| Honest and reliable | E | A, I, R |
| Hardworking | E | A, I, R |
| Exemplify the Academy’s vision, values and ethos through professional and personal behaviour | E | A, I, R |
| Ability to work effectively in a public facing role/office | E | A, I, R |
| Ability to work as part of a team | E | A, I, R |
| Resilience and a good sense of humour in times of pressure | E | A, I, R |
| Warm, friendly and approachable | E | A, I, R |
| Motivation to work with children and young people | E | A, I, R |
| A desire and drive to continually strive to improve the level of service offered to all “customers” | E | A, I, R |
| Calm and composed manner at all times | E | A, I, R |
| A willingness to undertake any training required for the role | E | A, I, R |
| A commitment to safeguarding and welfare of young people | E | A, I, |

A = Application Form R= Reference I = Interview