



KING EDWARD VI BALAAM WOOD ACADEMY

Educational excellence for our City

Job Description

~ Receptionist ~

King Edward VI Balaam Wood Academy, New Street, Frankley, B45 0EU

Title	Receptionist
Salary	SCP4 FTE £25,185 Actual £22,121
Hours	36.5 per week; Term Time Only 8:30-4:30 Monday to Friday
Reports to	Attendance Officer
Disclosure level	Enhanced
Purpose	To provide a friendly, welcoming, helpful and efficient service to all who contact or visit the Academy and to Academy staff.
Duties and responsibilities	<ul style="list-style-type: none"> • Answering the telephone in a polite and professional manner. Screening or redirecting calls, answering queries or taking and relaying messages • Managing the Academy's general email account. Replying to messages where possible or redirecting • Dealing with queries from the public, parents and staff politely and efficiently • To be the first point of contact for all visitors to the Academy. Greeting all visitors, ensuring safeguarding measures and the Academy visitors' policy is adhered to. Providing access to visitors through the electronic gates • Ensure staff and pupils movements in and out of the Academy are recorded and all adhere to the Academy's policies • Undertake general administrative tasks • Previous experience and knowledge of working with Arbor would be an advantage • Prepare documents and letters as requested including Academy mailing tasks • Receive, sort and redistribute incoming mail and deliveries • Responsibility for incoming and outgoing mail; ensuring postage is completed within a timely and prompt manner

	<ul style="list-style-type: none"> • Liaise with site staff to arrange collection of large deliveries and to inform them of emergency alarms or issues reported to reception • Manage and co-ordinate reception area activities • Ensure the reception area is kept tidy and presentable at all times • Assist with emergency fire and safeguarding evacuation procedures as required • Work as part of the larger support team • Be part of the Academy's First Aid team, dealing with first aid emergencies as appropriate • Participate fully in the Academy's performance management process • Continually develop professionally as required for this role • Play a full part in the life of the Academy community, to support its vision and ethos and to encourage and ensure staff and students follow this example • Undertake any other tasks required from time to time that are appropriate to the grade.
<p>The post holder will be expected to carry out any other duties associated with the work of the school as may be directed by the Line Manager or the Headteacher, commensurate with the grade of the post.</p> <p>This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the Line Manager or Headteacher in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes but if agreement is not possible management reserve the right to make changes to the job description following consultation.</p> <p>Postholder:</p> <p>Postholder Signature:</p> <p>To be reviewed on an annual basis.</p> <p>Date: December 2025</p>	