

Job Description for the Post of Receptionist at Nightingale Community Academy's Satellite Provision

Job Purpose:

- To support teaching and learning by providing high quality administrative support as part of a committed and flexible support team.
- To be an ambassador for the school when meeting parents and other visitors and answering the telephone promptly.
- To provide general clerical or administrative support to the school, maintaining confidentiality at all times in line with school policy and the data protection act.

Key Responsibilities:

1. Reception and Front of House

- Undertake reception duties and act as first point of contact for telephone and face-to-face enquiries, passing on messages promptly.
- Take messages from the answer phone promptly, ensuring urgent calls (e.g., staff absence) are passed on without delay.
- Meet, greet, and register visitors, provide refreshments where appropriate, and ensure visitors' comfort, safety, and supervision of students during visits.

2. Security and Site Management

- Ensure security of the site and safety of visitors by maintaining a register, signing visitors in and out, issuing security passes, and liaising with delegated staff to monitor visitor whereabouts in emergencies.
- Ensure meeting rooms, catering, and facilities are prepared to present a professional image, maintain the electronic meeting room diary, and coordinate with site staff for room clearance and refresh between bookings.

3. Communication and Telephone/Email Management

- Operate the school telephone professionally, providing support and advice to parents/carers, and relay messages to staff or pupils.
- Deal with and report faults or technical problems with the phone system, manage call diversion practices, and set the phone system as agreed when leaving the office.
- Operate the school office email account, ensuring all correspondence is handled efficiently and in a timely manner.

4. Administrative Support

- Ensure all staff contact details are regularly updated and accessible.
- Undertake general office duties, including typing, photocopying, filing, and meeting deadlines while maintaining confidentiality.
- Draft, word-process, and copy ad-hoc letters to students/parents and whole school mailings.
- Enter class registers into Arbor twice daily and liaise with form tutors regarding discrepancies.
- Provide reprographics services according to agreed guidelines.
- Perform routine maintenance of office equipment, including copiers, and report faults as required.

- Take daily post to the Post Office, including recorded mail and special deliveries.

5. School Communication and Publications

- Produce the weekly staff bulletin, liaise with contributors, and ensure a hard copy is placed in the staff room.
- Give information and assistance on school matters to parents, pupils, staff, Local Authorities, and other schools.

6. Resource and Stock Management

- Manage the school stationery stock cupboard, maintain records of stock removed, and prepare orders as required.
- Complete occasional stock checks
- Check accuracy of goods received against orders and liaise with Finance or budget holders on discrepancies.

7. Student and Records Support

- Archive leavers' files on an annual basis.
- Support the school team in their duties to ensure smooth school operations and escalate relevant matters to the Head of Centre.

8. Other Duties

- Undertake any other duties relevant to the post as required by the Head of Centre

9. Student Facing Duties:

- Student facing duties that may reasonably be expected, for example when teaching and teaching support staff are called away in an emergency, including but not limited to:
 - Supervising students, both children and adults, in the office whilst they wait for other staff/their parents or carers to return.
 - Giving personal medication to students, both children and adults, from their named medication stores (additional training will be provided).
 - Leading students, both children and adults, to evacuation points during a fire drill or an emergency.
 - Helping to search for students, both children and adults, who have absconded or become lost outside of the premises.

Additional notes

- Job Descriptions are to be reviewed annually
- The responsibilities listed above are the essentials of the post; it is always open to the postholder to propose ways of extending these responsibilities

Person Specification for the Post of Receptionist

The Person Specification shows the abilities and skills you will need to carry out the duties in the Job Description. Shortlisting is carried out based on how well you meet the requirements of the Person Specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your Application Form. If you are selected for interview, you may be asked also to undertake practical tests to cover the skills and abilities shown below.

Area	Requirements	Essential/Desirable
Qualifications	Recent training in Microsoft Office	Essential
	Training and/or qualification in administration / clerical or related activities to level 2 and working towards level 3	Essential
Experience	Experience of administrative systems (Ideally within an educational setting)	Essential
	Experience of working as part of a team	Essential
Skills & Abilities	Excellent interpersonal and communication skills	Essential
	Competent with ICT, including MS Office	Essential
	Ability to present information in a logical, clear and concise format and to communicate this effectively to colleagues, both verbally and in writing	Essential
	Ability to identify priorities quickly and accurately and to ensure that deadlines are met	Essential
	Ability to work with autonomy within set boundaries	Essential
	Ability to work under pressure	Essential
	Highly effective organisational and planning skills	Essential
	Attention to detail	Essential
Personal Attributes	Enthusiasm and drive for working in a school	Essential
	Support a culture of mutual respect for each other and the environment	Essential
	Ability to work independently and collaboratively as a member of a team	Essential
	Reliability, confidentiality and integrity	Essential
	Ability to promote the positive image of the school	Essential
	A positive and flexible attitude to work	Essential

Orchard Hill College & Academy Trust is proud to be a Disability Confident Employer, committed to creating an inclusive and supportive workplace for all.

Orchard Hill College & Academy Trust endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This **Job Description** and **Person Specification** is current but will be reviewed on an annual basis and following consultation with you, may be changed to reflect or anticipate changes in job requirements which are commensurate with the job title and grade in line with the school's changing needs.

In line with the statutory guidance in Keeping Children Safe in Education, the Trust reserves the right to request and review references **prior to interview** as part of our safer recruitment process. Any concerns raised will be followed up with the applicant before a recruitment decision is made.