**Outline Job Description and Person Specification**

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| **Position Title** | Receptionist – REC01 |
| **Location** |  |
| **Reporting to** | Professional Services Lead |
| **Job Term** | Permanent |
| **Hours** |
| **Salary** | Grade B - £18,993 - £19,698 |
| **Organisation** | Dartmoor Multi Academy Trust |
| **Effective date of JD** | January 2022 |

**Summary of Role:**

There are currently 18 schools within Dartmoor Multi Academy Trust, three secondary, 14 primary schools and a new SEHM school opening in September 2022.

The role may require travel to Trust educational settings and offices.

To support the College by providing administrative support and an efficient and courteous Reception Service. Primarily this requires working with all administration team members in providing a seamless, high quality and efficient service which supports the College in achieving its improvement priorities.

The post holder will actively model and promote the values and ethos of the College. They will be responsible for building and sustaining effective relationships and communications by working effectively with parents, carers, and families, members of the community and other services who visit the school.

**Main Duties and Responsibilities**

The post holder will undertake the following activities which include (not exhaustive):

**Marketing duties might include:**

* Provide a friendly, professional, and efficient first point of contact to all pupils, parents, staff, professionals, and visitors contacting or visiting the College.
* Ensure that the reception area, corridor, and communal meeting rooms are tidy and present a positive image of the College to visitors.
* Ensure that all marketing materials are available and up to date promoting the College brand and aims to the outside world including brochures, advertising, reports etc.
* Maintain accurate and up to date communication systems with all stakeholders
* Produce and distribute publicity materials for the College, including newsletters, school brochure etc. as required and in liaison with the SLT.
* Undertake all administration and organisation associated with whole College events such open days and events involving external visitors to the school.

**Reception duties might include:**

* To answer phone calls and emails, and welcome visitors.
* Processing telephone calls and ensuring appropriate action is taken.
* Distribution of incoming mail and organise external post.
* Administrative support for Professional Services Lead.
* Ensuring that face to face enquiries from visitors, parents, staff, and pupils are dealt with appropriately.
* To assist with the implementation of College administration policies such as the student absence monitoring systems.
* To carry out such other administrative tasks and duties as required by the line manager appropriate to the grading of the post.
* Participate in any ongoing training and development designed to improve the effectiveness of the team.
* Assist with covering administration colleagues when absent.

Person specification

**Person Specification**

* You are proactive and take a curious approach to work, with the ability to take the initiative to identify gaps in policy and processes and suggest solutions.
* You get your motivation from the excellent service you provide to senior leaders, line managers and staff. You pay attention to the details. You stay focused, support, and achieve team objectives.
* You take initiative to learn and understand the organisation, it’s key challenges and changes as well as thinking through what that means for Trust and school policy, as well as other key stakeholders such as Equality, Diversity and Inclusion.
* You actively pursue being able to learn and understand detail quickly as well as grasp an understanding of issues and advise others clearly and succinctly.
* Innovative in approach and not afraid of trying something that is different and new.
* Suggest solutions to respond to Trust and school needs.
* You are forward looking and understand the bigger picture

**Safeguarding**

* Always ensure safeguarding of pupils.
* Ensure that all visitors, contractors, and professional advisors visiting the College are aware of and comply with the College’s safeguarding requirements.
* Be part of the College’s ‘first response’ in the event of a member of staff requesting immediate assistance.
* Assist with pupil welfare matters, including contacting parents and staff.

**Pupil Services**

* Arrange and administer the provision and distribution of school photographs
* Preparing and updating daily transport registers and dealing with any transport issues arising.

**Fire Drill**

* To be familiar with and support the fire drill procedures at the College.
* To ensure that all registers are provided in the event of a Fire Drill, including records of visitors.
* To take responsibility for the gathering all registers to ensure that the College’s fire procedures are effective and ensure the safety of all staff, students, and visitors.

**To undertake any other duties as appropriate to the grade of the post as requested by the (Associate) Principal(s).**

\*This is not an exhaustive list, and the Associate Principal(s) may direct the tasks and work of the Professional Services Lead as is needed or required.

**The postholder must be prepared to undergo an Enhanced Disclosure and DBS checks and obtain any other statutorily required clearances.**

**Person specification**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **EVIDENCE** |
| **Personal** | * Flexibility. * Ability to use own initiative. * Resourceful, patient, and resilient. * Calm, unflustered manner. * Good inter-personal skills, inc. mediation and conflict resolution. * Ability to work in a team and alone. * Excellent communication and interpersonal skills. * Commitment to equal opportunities. * Flexible approach to supporting children and families. * Ability to maintain a professional manner in challenging situations. * Ability to continuously improve own practice/knowledge. * Able to carry out the duties of the post with reasonable adjustments where necessary. | Enjoys working within education.    A friendly manner and good sense of humour.    Smart appearance. | Interview.  Application form.  References. |
| **Competence**  **Knowledge**  **Abilities**  **Skills**  **Experience** | * Excellent organizational and good time keeping skills. * Demonstrable awareness of legislation relating to the welfare and protection of children. * Planning, filing * Effective communication with children, parents and carers, and other professionals; able to communicate, clearly and robustly. * Ability to relate well to other professionals, parents and young people. * Letter writing and telephone skills. * Ability to work on own initiative within school procedures. * Ability to deal with difficult situations. | Ability to work under pressure.  A positive attitude to personal development and training. | Application form.  References.  Certificates.  Interview. |
| **Qualifications**  **and Training** | Good level of literacy and numeracy.  IT Literate.  Commitment to participate in training/development as/when identified by line manager as essential to the role. | GCSE’s including grade C in English  Or equivalent | Application form.  References.  Certificates. |