**Job Description**

**Post Title: Receptionist (Part Time)**

**Location: Arnold Hill Spencer Academy**

**Salary/Pay Range: NJC2 – NJC6 £12,985 to £13,823 (actual salary)**

**Hours of work: *Part Time 22.5hrs (3 Days 0.6) Term Time Only Plus 2 Weeks, Permanent.***

**Reporting to: Head Teacher’s PA**

**Purpose of Role**

The Academy Receptionist will act as an initial point of contact for incoming phone calls, visitors, students, staff, enquiries and, as such, must be well-presented with a professional, friendly approach. You will be an essential member of the Administrative Team and contribute towards the smooth running of the Academy. You will have a high level of contact with both senior management and teaching staff.

The Academy is committed to working to best meet the needs of all students and therefore the successful candidate will demonstrate an interest and enthusiasm in supporting young people. The successful candidate will work towards fulfilling the Academy’s commitment to a high quality of service and will promote and embody the Academy’s ethos – ❝Be Inspired & Achieve Together❞

**Nature and Scope**

Working as part of this important team you will be required to carry out the following duties. The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate. Specific responsibilities include:

**Main Duties and Responsibilities**

Specific responsibilities include the following which provides a working framework within which the post holder should exercise initiative and accountability:

* To act as the first point of contact for the Academy: welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner
* Be flexible and highly organised
* Operating the Academy’s phone system
* Ensuring the safety and security of the Academy at all times, making sure that entry to the premises is controlled. Ensuring that all visitors sign in and take a visitor badge where necessary
* Receive parcels and deliveries; sort and distribute all packages, deliveries and mail; franking outgoing post and arranging special deliveries when necessary
* Assisting with various administrative tasks and duties, utilising Microsoft Word, Excel, Outlook email and the Academy database (SIMS) when necessary.
* Use SIMS on a daily basis for Academy administration. Training will be provided.
* Managing the duties of the daily student helpers
* Work to deadlines in a calm and confident manner when under pressure
* Communicate with parents regarding all aspects of Academy life, receiving and passing on information between parents and teachers, including phoning parents when necessary
* Ensuring that the reception area is kept clear and tidy
* Administer the distribution and collection of laptop trolley keys
* Assist with Academy events such as Parents’ Evenings and Open Evenings
* Communicate with the site team and teaching staff using the two-way radio system
* Understand Data Protection and Confidentiality
* Carry out any such task as shall be deemed necessary to the smooth running of the Academy

This job description is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the school in relation to the post holder’s professional responsibilities and duties.

**Other duties**

Undertaking any other duties, which may reasonably be regarded as within the nature and the responsibilities/grade of the post, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate

**General**

* Work in a professional manner and with integrity and maintain confidentiality of records and information.
* Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
* Be aware of and comply with all Trust policies including in particular IT, Health and Safety and Safeguarding.
* Participate in the Trust Professional Performance Review process and undertake professional development as required.
* Adhere to all internal and external deadlines.
* Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

**Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our children and young people. Therefore, we expect everyone to share this commitment. All appointments are subject to satisfactory pre- employment checks, including a satisfactory Enhanced criminal records with Barred List Check through the Disclosure and Barring Service (DBS) and the completion of Level 2 Safeguarding training. It is an offence to apply for the role if an applicant is barred from engaging in regulated activity relevant to children (where the role involves this type of regulated activity).**

The Trust and its member academies are committed to promoting equality and diversity in both employment and education provision. We aim to ensure that students, parents, governors, employees, contractors, partners, clients and other stakeholders within the Trust community are treated fairly, and with dignity and respect regardless of Protected Characteristics.

Spencer Academies Trust is a Disability Confident Committed Employer

Name

Signature

Date

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications and experience** | | |
| Good general education appropriate to the post  Fully competent in the use of Microsoft Office programs – Word, Outlook and Excel  Knowledge and awareness of current customer service principles and practice  Working on a busy reception |        |  |
| **Knowledge and skills** | | |
| Excellent Customer Service Skills; the ability to use discretion, patience, tact and respect for confidentiality in all circumstances; a good command of the English Language; an empathetic approach to different cultures  A good level of computer skills. Familiarity with Microsoft applications, including: Word, Excel, Outlook and have internet skills  Excellent organisational skills and ability to prioritise workload, use initiative and be self-motivating  Excellent interpersonal and communication skills, in person, telephone and written |        |  |
| **Personal qualities** | | |
| Excellent interpersonal skills with the ability to maintain strict confidentiality  Initiative and ability to prioritise own work and that of others to meet deadlines  Efficient and meticulous in organisation  Able to follow direction and work in collaboration with the leadership team  Able to work flexibly, adopt a hands-on approach and respond to unplanned situations  Ability to evaluate own development needs and those of others and to address them  Commitment to the highest standards of child protection and safeguarding  Recognition of the importance of personal responsibility for health and safety  Commitment to the Trust’s ethos, aims and whole community. |                      |  |