



## **Role Profile for the Post of Receptionist**

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<b>Accountable to:</b>	PA to Headteacher
<b>Accountable for:</b>	N/A
<b>Location:</b>	Oathall Community College
<b>Grade:</b>	4 (SCH51a)

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### **JOB SUMMARY**

As part of the Reception team, the Receptionist acts as the main and first point of contact for dealing with visitors, parents and students in the college visitor Reception.

### **MAIN TASK AREAS**

#### **Reception and Office Duties**

- Meeting and greeting visitors to the college; issuing passes and ensuring safeguarding procedures are followed.
- Answer and deal with all incoming telephone calls. Manage and pass on to relevant personnel enquiries from parents, students, employees, governors and other visitors.
- Managing the college post and email communication. Sorting and distributing incoming mail and emails and despatching outgoing mail.
- Send out emails / letters to parents using college communication channels (Primarily bromcom).
- Assist with the provision of student administration as and when required. (For example: providing timetables, letters for detentions, achievement certificates etc.).
- Assist with the administration and housekeeping of the school information management system (Bromcom).
- Assist with faculty administration as and when required.
- Coordinate deliveries into the college and arrange for their collection by site officers.
- Undertaking normal office administration tasks (such as typing, filing, photocopying etc.).
- Carry out reception emergency evacuation duties in line with our procedures.

#### **Customer Care and Presentation**

- Provide high standards of customer care, so that the reputation of the College is enhanced.

- Assist visitors with queries in a professional, courteous and friendly manner, so that customer care standards are met, and complaints kept to a minimum.
- Ensure the presentation of the reception area is maintained in a clean and welcoming manner. In conjunction with the Art department ensure student displays in reception are well presented.

### **Any Other Duties**

- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
  - To carry out the duties and responsibilities of the post in compliance with the School's Equal Opportunities Policy.
  - Observe all Oathall Community College practices relating to child protection, security, fire and emergency and Health and Safety.
  - To understand and comply with all other relevant school policies.
  - To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the level of responsibilities of the post.
  - Participate in in-service training as appropriate to the role.
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## **PERSON SPECIFICATION**

### **Knowledge**

#### *Essential*

Numerate & literate (GCSE and above).

Computer literate and able to type (must be able to answer emails professionally and promptly).

#### *Desirable*

Ability to use Google drive and Microsoft office applications such as Excel, PowerPoint.

Secretarial or administration qualification.

Has previously used Bromcom or SIMS software in a school setting.

### **Skills**

#### *Essential*

Able to communicate clearly and effectively, both orally and in writing.

Able to arrange a personal work schedule and operate effectively with a minimum of formal supervision.

A team player.

Ability to use own initiative.

### **Experience**

#### *Essential*

Has experience of working with the general public.

Has worked as part of a team.

Has worked in an office environment and has good experience of office administration (post systems, telephone systems, email etc.).

#### *Desirable*

Has previous similar experience working in a school (voluntary or paid).