

Receptionist

NJC Pay Range	Band C
Responsible To:	PA to the Principal

Main Purpose of the Post

- To provide a high quality front line service on the Academy's Reception, providing effective and efficient front line service including telephone support and visitor management.
- To promote the positive relationships within the team and the wider Academy community.

Key Areas of Responsibility

- To promote and implement the vision, ethos and policies of the school to raise levels of achievement.
- To support the management of the reception process.
- To provide an effective and efficient front line service including answering telephone calls, meeting and greeting visitors, dealing with parent/carer and student queries.
- To provide support and assistance with evacuation procedures.
- To carry out general office duties, including maintaining data on the Academy management information system (SIMS) and ClassCharts and managing the daily post.
- To deal with Helpdesk queries, notifying FM in an efficient and timely manner.
- To answer and deal promptly with duty radio calls within the Academy.
- To identify needs within Reception and prioritise issues.
- To provide support to the PA to the Principal/SLT as and when required, including administrative duties.
- To be aware of and comply with Academy policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.

Other Considerations Relevant to the Role

- To work from an identified MLT Office location.
- To work with flexibility, travelling to and from Academies and other locations in the course of undertaking work duties.
- To work outside contract hours in order to meet the needs of the role.

The aim of the Role Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility. This is an outline Role Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed by the Principal.

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Standards and Expectations

- Be an excellent role model, exemplifying high personal and professional standards and promoting high expectations for all members of the Trust.
- Take responsibility for promoting and safeguarding the welfare of children, young people and adults within the organisation.
- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards young people, professionals, parents/carers, governors and members of the local community.
- Regularly review own practice, set personal targets and take responsibility for own personal development.

Securing Policies and Compliance

- To apply Academy and Trust wide policy and procedures.
- To promote and safeguard the welfare of students and other adults within the Learning Trust by adhering to all statutory and associated work place policies.
- To ensure compliance through quality assurance and evaluation.
- To report and advise on any matter that may place the brand and reputation at risk.

Engagement with Stakeholders

- To build and maintain effective professional relationships with relevant external stakeholders and service user groups.
- To provide reports and updates to Leaders in relation to area of responsibility.
- To set clear standards for and expectations of communication with parents/carers and other key stakeholders ensuring follow up is timely, effective and appropriate.
- To work collaboratively with others to deliver added value to the Academy and Trust.
- To understand the changing community and ensure stakeholder satisfaction.

Other considerations

- A Disclosure and Barring Service (DBS) check at Enhanced Level is required.
- To undertake any other duties and reasonable requests that are in keeping within the requirements of this post.

This supplementary information forms part of the role description and should be used alongside the role specific information.

Maltby Learning Trust is committed to safeguarding the welfare of children and expect all staff to share this commitment. An Enhanced DBS Disclosure is required for all staff.