

Job title	Receptionist
Responsible to:	Reception Manager
Salary / Grade:	Grade 2 £18,933 - £20,092 FTE Actual salary: £8,764 - £9,300 per annum
Working hours / weeks:	20 hours per week, 39 weeks per year (term time only)
Core purpose:	To be the first point of contact for visitors and all incoming communication.

Corporate responsibilities:

- To ensure that the responsibilities of the role are carried out in a way that reflects the vision and values of the Trust.
- To be aware of and observe all policies, procedures, working practices and regulations, and in particular to comply with policies relating to Child Protection, Equal Opportunities, Health and Safety, Confidentiality, Data Protection and Financial Regulations, reporting any concerns to an appropriate person.
- To contribute to a culture of continuous improvement.
- To comply with all reasonable management requests.

Key responsibilities:

- First point of contact for visitors, responding to their enquiries and informing an appropriate member of staff where necessary.
- To receive monitor and redirect as appropriate all telephone calls using the Microsoft Lync Switchboard.
- To respond to telephone enquiries immediately on matters within the post holders knowledge and to research responds and return calls on other matters as appropriate.
- To respond and forward Springwell enquiries emails.
- To be responsible for the administration of the college out of hours lettings; taking bookings, liaising with hirers and the FM providers (Mitie PFI), issuing invoices and referring debts to the Finance Officer.
- To be responsible for the distribution of post in accordance with current procedures and prepare outgoing post.
- To oversee the signing in and out of visitors
- To assist in providing a first aid facility to students for the site, referring serious cases to the hospital. To undertake training to maintain qualified first aid status.
- Follow established ordering procedures for stationery stock.
- Inventory checks on first aid kits for college trips
- To provide clerical assistance to the administrative section, including photocopying, distributing, filing and other clerical tasks.
- Ensure the correct use of agreed and approved ICT software and hardware.
- Undertake monitoring and evaluation processes in line with college policy.
- Carry out any additional duties within the overall function commensurate with the grading and level of responsibility of the job. Any changes of a significant nature will be incorporated into the job description, following consultation with the post holder.
- To undertake any other reasonable duties within the overall function commensurate with the grading and level of responsibility of the job.



Notes:

This document is an overview of the role. The responsibilities will include but will not be limited to those listed above and it is anticipated that the role will evolve over time and as such the duties may change.

This document does not form part of the contract of employment.

This post will have contact with children and as such a satisfactory disclosure from the Disclosure and Barring Service (DBS) is required as a condition of employment.

Our Mission:

Why do we exist? To provide our students with opportunities and experiences to enhance their life choices, making a positive contribution to the world we share.

Our values:

How do we behave?

Ambition: we maximise our potential through striving for excellence.

Teamwork: we give 100% effort, displaying kindness and humility for the benefit of all.

Honesty: we are respectfully open about our successes and areas for growth

Our strategic anchors:

- Create a healthy organisation, free from politics and confusion through clarity following the **empowered to lead** operating model.
- Build a **compelling school culture** built on strong professional relationship where all can achieve.
- Craft and implement a **high-value curriculum** which is knowledge rich to allow meaningful application of skills.
- Put **people first** through high impact professional development and instructional coaching.



PERSON SPECIFICATION

Role: Receptionist		E/D	A	I
Qualifications & Training				
1	Minimum of 3 GCSEs or equivalent including Maths and English	E	✓	
2	First Aid qualification, or willingness to achieve	E	✓	
3	An ICT qualification	D	✓	
Experience				
4	Experience of working in a busy office environment	E	✓	✓
5	Experience of Microsoft Office programmes such as Word, Excel and PowerPoint	E	✓	
6	Experience of working in a customer facing role	E	✓	✓
7	Experience of working in a school	D	✓	✓
8	Experience of using school management information systems such as SIMS	D	✓	
Knowledge & Understanding				
9	Has a practical knowledge of Data Protection (GDPR)	E	✓	✓
Skills & Abilities				
10	Ability to prioritise tasks and manage own workload	E	✓	✓
11	Can effectively deal with difficult people, either face-to-face or over the telephone	E	✓	✓
12	Has initiative and can work independently	E		✓
13	Understands when to consult and when to make independent decisions	E		✓
14	Has the ability to communicate effectively to a range of different people	E		✓
15	Will actively engage in professional development and training activities and take responsibility for their own professional development	E		✓
Personal Attributes				
16	Is prepared to undertake professional training necessary to carry out the role effectively.	E		✓
17	Enjoys working with the public and is a team player	E		✓
18	Will always maintain confidentiality	E		✓
19	Has an enthusiastic passion for seeing children achieve and develop as young people	E		✓
20	Can demonstrate personal impact and presence underpinned by high expectations	E		✓
21	Has an excellent record of punctuality, attendance, reliability and integrity	E		✓
22	Can demonstrate fairness, honesty and integrity in his/her existing practice and conduct as a professional	E		✓



Other

23	A commitment to uphold and promote equality of opportunity	E		✓
24	Demonstrates an understanding of Safeguarding issues relevant to the post	E		✓

Key: ✓

E	Essential
D	Desirable
A	Assessed by Application Form
I	Assessed by Interview

Date: August 2021

