

<b>Job Title:</b> Receptionist	<b>Pay Scale:</b> PPS3
<b>Normal Place of Work:</b> The Priory Belvoir Academy	<b>Line Manager:</b> PA to the Head Teacher
<b>Role Summary:</b> To act as Receptionist and provide basic administrative support to the Academy.	

## DUTIES AND RESPONSIBILITIES

### Key Responsibilities

- To assist with the provision of reception support to the Academy, including receiving, signing in and dealing with, escorting or directing pupils, parents and other academy visitors as appropriate
- Provide switchboard support for the Academy, delivering messages where appropriate
- Manage the voicemail account for the main Academy telephone number
- Administer the academies general email account including acting on messages and forwarding emails as required
- Liaising with school transport, taxi and bus companies as and when required.
- Assisting with the arrangements of routine school events such as parents' evenings/induction and open evenings
- Monitor the Academy contractors SCR to ensure compliance
- Provide first aid care to pupils as and when required
- Ensure information is shared with visitors with regards to Safeguarding and Health & Safety procedures.

### Key Relationships

The post holder will be expected to develop and maintain good relationships with:

• Head Teacher, SLT and all Trust staff	To ensure a high-quality service is provided that meets the needs of the Trust.
• Parents and Students	
• Visitors	

### Generic Responsibilities

- Represent and promote The Priory Federation of Academies' values internally and externally.
- Ensure that the Federations internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day-to-day duties consistently with the agreed service level.
- Act as a champion for change and improvement, constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with Federation policies, e.g., Health and Safety, Equal Opportunities and Safeguarding.
- Make a commitment and contribution to improving standards for pupils, as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for pupils.
- Undertake other duties commensurate with the job level.

The post holder will interact professionally with colleagues to ensure understanding and awareness of responsibilities of all colleagues and undergo any relevant training.

Elements of this job description may be changed following consultation with your manager.

### **TERMS OF EMPLOYMENT**

All offers of employment are subject to The Trust receiving proof of identity, two satisfactory references, satisfactory health and enhanced DBS checks, a signed Code of Conduct, evidence of your relevant qualifications and successful completion of a 12-month probation period.

### **HEALTH AND SAFETY**

All employees are responsible for reading, understanding and carrying out the requirements of The Trust's Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training needs.

### **HOURS OF WORK**

10:00-13:00 Monday to Friday, during term time.

### **CONTINUAL PROFESSIONAL DEVELOPMENT**

The Trust requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the Academy. This may be achieved through an appraisal process.

The post holder should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals.

### **CONDITIONS OF SERVICE**

Governed by the National Agreement on Pay and Conditions of Service supplemented by local conditions as adopted.

### **SPECIAL ARRANGEMENTS**

The post holder may be required to work outside of normal academy hours on occasion, with due notice.

### **SAFEGUARDING STATEMENT**

The Priory Federation of Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

### **EQUALITY, DIVERSITY AND INCLUSION**

The Priory Federation of Academies Trust is committed to maintaining a diverse workforce and an inclusive environment for all. Our aim, embedded in the Trust Values, is to enrich our workforce at every level and we encourage applications from all under-represented groups.

**Person Specification – Receptionist**

		Essential	Desirable	How assessed
	<b>QUALIFICATIONS</b>			
1.	Level 2 Maths and Literacy or equivalent qualification.	✓		AF / Cert
2.	Level 2 IT qualification/experience or equivalent		✓	AF / Cert
3.	NVQ3 qualification or working towards		✓	
4.	First Aid or working towards		✓	
5.	Proficient in the use of email and the internet	✓		AF/Cert
	<b>KNOWLEDGE AND EXPERIENCE (UPTO DATE/ CURRENT)</b>			
6.	Recent and relevant experience of working in a reception/administration/office environment	✓		AF/IV
7.	Experience of working in a customer service environment	✓		AF/IV
8.	Be able to prioritise tasks effectively, coping with conflicting demands and displaying flexibility	✓		IV/AF
9.	Ability to work with confidential and sensitive data	✓		IV/AF
	<b>SKILLS AND ABILITIES</b>			
10.	Ability to work on own initiative and independently as well as part of a team	✓		AF/IV
11.	Excellent oral/written and communication skills	✓		AF/IV
12.	Professional and responsive attitude and behavior towards colleagues and clients	✓		AF/IV
13.	Must accept and actively support the Federation's agreed values.	✓		AF/IV
	<b>WORKING ARRANGEMENTS AND PERSONAL AVAILABILITY</b>			
14.	Flexible with a willingness to adapt working patterns to fit the needs of the Academy	✓		AF/IV

\*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview

I have read and accept the content of the job description.

Signed Line Manager: .....

Dated: .....

Signed Employee.....

Dated.....