

Job Description

Role: Receptionist

Grade: Scale 4 spinal point 7 – 10 (£31,980 - £33,384)

Reporting to: HR & Office Manager

Term and Hours: Term Time Only plus 10 days during school holiday period across the academic year. 8.00am – 4.30pm

Purpose of Post

- To support the governors and leadership team in attaining aims and objectives of the school improvement plan in order to secure the best outcomes for pupils.
- To support the ethos of the school through the provision, as part of the school office team, of an effective and professional administrative support service to the whole school community.

Post holder may be required to work outside of normal school working hours for school events, meetings and emergencies.

Main Duties

- To be front of house, being the first point of contact for parents, visitors and colleagues ensuring they are welcomed in a polite, friendly and efficient manner whilst following school procedures.
- To respond in a positive manner to parents' requests.
- To maintain the reception area, ensuring it is welcoming and tidy, free from clutter, well presented and ensure the weekly newsletter is displayed.
- To ensure school security arrangements are always complied with, including the issue of visitor badges.
- Ensuring all visitors adhere to the safeguarding procedure and are given the safeguarding leaflet on arrival. Informing staff of their arrival according to the office procedure.
- To ensure that visitor appointments are recorded in the reception diary and DBS/Photo ID has been requested.
- Answering the telephone in a clear and confident manner.
- To be responsible for the handling of messages and responding to telephone calls, answering queries, taking messages and redirecting calls as appropriate
- Take deliveries ensuring appropriate staff are notified.
- To distribute internal/external post and correspondences as appropriate.
- To ensure items/notifications that arrive during the day are delivered to classrooms.
- To communicate information to school staff and parents/carers via texts and email.
- To ensure that accurate and up to date manual and computerised records and filing systems are maintained as required.
- In conjunction with other staff to log all medication administered on SIMS.
- Help maintain medication that is kept and update medical records when notified by parents.
- To be responsible for the management of written and email queries, responding to all emails within the timescale allocated.
- To provide administrative support by monitoring school email communications, managing multiple email enquiries, and responding to requests from parents, staff and external agencies in an efficient, professional and confidential manner.
- To be responsible for sending letters and emails to parents, setting up and managing

- ParentPay payments, creating and distributing Microsoft Teams forms.
- To take responsibility for anticipating periods of peak activity within the school and to consider this when planning workload.
 - Be able to multi task and work to strict deadlines.
 - To be aware of the need for confidentiality and discretion.
 - Providing hospitality and set up of meeting/event locations.
 - Be confident when using SIMS to access pupil details, input data and maintain records as required.

Other Duties

Developing Self and Working with Others

- To attend training sessions and meetings as required.
- To keep up to date with developments and changes in legislation and guidance, and to seek, consider, and act upon professional support and advice as required.

Strengthening Community

- To develop and promote the services of the school to meet the needs of the community.
- Support and enable colleagues to flourish and develop in their roles, engendering a cohesive and cooperative approach to best support the ethos and values of the school.
- Support and encourage the school's ethos, its objectives, policies and procedures.

Contribute to:

- ensuring regular and effective communication with parents, governors and other key stakeholders in supporting and improving pupils' achievement and personal development;
- developing the school's partnerships with parents, the local community, businesses, other organisations and schools, to enhance and enrich the school and its values to the wider community;
- building a school culture and curriculum that takes account of the richness and diversity of the school's communities;
- promoting the concept of lifelong learning and family engagement with learning through partnership.

Safeguarding and Promoting the Welfare of Children

- to support the Senior Leadership team, to ensure a safe and supportive culture in the school;
- to support the Senior Leadership team, to ensure the welfare of children is safeguarded and promoted in line with current best practice and LA advice.

The main duties and responsibilities indicated are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the contract of employment). Other duties of an appropriate level and nature may also be required, as directed by the Executive Headteacher and Heads of Schools (Secondary and Primary). Please note that the post holder may be required to work outside of normal school working hours for school events, meetings and emergencies. The job description will be reviewed annually in the light of those changing requirements and in consultation with the post holder and Executive Headteacher.

Data Protection

When working with computerised systems to be completely aware of responsibilities at all times under the Data Protection Act 2018 for the security, accuracy, and significance of personal data held on such systems. Be mindful of how data is handled and seek consent and guidance from line managers or designated leads before sharing or storing confidential information.

Equal Opportunities

Actively support the School and Borough Equality Policies. To take responsibility, appropriate to the post for tackling racism and discrimination of any kind, promoting good race, ethnic and community relations.

Health and Safety

Employees are required to work in compliance with the school's health & safety policies and under the Health & Safety at Work Act, ensuring the safety of all parties they come into contact in premises or sites controlled by the school.

Safeguarding

The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Enhanced disclosure from the Disclosure & Barring Service is essential.

Person Specification

The person specification below outlines the key knowledge, experience, skills and qualities required for this position. Candidates will be expected to demonstrate knowledge and understanding of each area and to show evidence of having applied (or an awareness of how to apply) this knowledge and understanding in the school context. The selection panel will assess each candidate against the essential criteria listed (bold text). Shortlisted candidates will be selected entirely on the extent to which they meet the essential criteria in their application form. Personal Qualities will be assessed through references and interview.

A – assessed in application form I – assessed at interview R – assessed through references

		A	I	R
Qualifications & Experience	1. Educated to at least GCSE grade C standard or equivalent in English and Mathematics	✓		
	2. Experience of working in a busy school office environment.	✓	✓	
	3. Experience of developing, managing and maintaining accurate records and filing systems.	✓	✓	
	4. Experience of handling difficult situations and conversations successfully.	✓	✓	
	6. First Aid qualification or willing to train	✓	✓	
Experience & Skills	1. Knowledge of software programmes such as publisher, word, excel, adobe and how they work best and economically with printers.	✓	✓	
	2. Ability to build and form good relationships with pupils, colleagues and other professionals.	✓	✓	✓
	3. Experience of working collaboratively with others to produce marketing materials of a high standard to a wide audience, including parents, pupils, and staff.			
	4. Ability to work constructively as part of a team, understanding school roles and responsibilities.	✓	✓	✓
	5. An understanding of the different roles within a school setting including support from external agencies.			
	6. Excellent and meticulous organisational skills.	✓	✓	✓
	7. Excellent verbal and written communication skills appropriate to the need to communicate effectively with colleagues, pupils, other professionals.	✓	✓	
	8. Ability to absorb and understand a wide range of information.	✓		
	9. Ability to interpret and communicate complex information and data.			
*Personal Qualities	1. Resilient, Proactive, flexible and adaptable.			✓
	3. Punctual and conscientious.			✓
	4. Ability to show initiative and prioritise one's own work and that of others even when under pressure.	✓		
	5. Able to follow direction and work in collaboration with Executive Headteacher and Heads of Schools.	✓		
	6. Excellent interpersonal and communication skills (written and verbal)	✓	✓	✓
	7. Able to work flexibly to support others and respond to unplanned situations.	✓		
	8. Able to attend evening meetings as required.	✓	✓	
	9. Desire to enhance and develop skills and knowledge through CPD.	✓	✓	
	10. Commitment to the highest standards of child protection and safeguarding.	✓	✓	
	11. Recognition of the importance of personal responsibility for health and safety.	✓	✓	
	12. Commitment to the school's ethos, aims and its whole community.	✓	✓	

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me (to be signed if appointed).

Print name: _____ Sign: _____ Date: _____