

Job Description for Receptionist

Place of work: Yew Tree Primary School

Job Title: Receptionist

Job Level/scale: Band B

Responsible to: Headteacher/SBM



Job Purpose: To undertake general receptionist and administration duties

Duties: The duties outlined in this job description are in addition to those covered by the latest LPGS and Green Book regulations. It may be modified by the Headteacher, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title.

PART ONE: School Administrator

Responsibility for:	Which <u>could</u> include:
Receptionist <i>NB: specific responsibilities deployed are agreed annually as part of the admin & business oversight review</i>	• To provide a professional and efficient reception and administrative service to the parents/carers, staff and pupils. • To act as first point of contact for pupils, parents/carers, visitors and telephone callers, providing a courteous, professional and efficient service, ensuring that telephone messages reach the recipient quickly. • Welcome and sign in visitors using appropriate security/safeguarding procedures. • To provide typing, filing, printing, postage, photocopying and general administration duties. • To provide admin support for the senior leadership team as required. • To collect and distribute post as required. • Checking deliveries/supplies. • To maintain and update communication systems inc. noticeboards in school as well as online communication systems (e.g. website, Class Dojo etc). • To act as the education links liaison with external visitors (e.g. school nurse) by liaising with key staff, communication with all relevant stakeholders and confirming dates in diaries. • Daily use of ICT programs including Arbor, FMS, Microsoft office. • Duplicating/Photocopying & distribution of information. • Supporting the distribution of school communications including the school newsletter. • Use of the parent communication system for communication, payments and bookings • Telephone calls/messages to parents regarding head bumps/first aid.

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

PART TWO: Personal and Professional Conduct

A member of staff is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct whilst working at Yew Tree School:

1. Members of staff are expected to maintain high standards of ethics and behaviour, within and outside school, by:
 - a. Treating students/pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a member of staff' position having regard for the need to safeguard students'/pupils' well-being, in accordance with statutory provisions
 - b. Showing tolerance of and respect for the rights of others
 - c. Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
 - d. Ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.
2. Members of staff must have proper and professional regard for the ethos, policies and practices of the school in which they work, and maintain high standards in their own attendance and punctuality.

Additional Duties

Any other duty deemed reasonable, as directed by the Headteacher.

Review of Performance

The Appraisal cycle will focus on the post holders' job as whole and particular responsibilities. There is recognition that however good we are at our job, we should embrace the notion of 'continuous improvement'.

Code of Conduct

The School expects all staff to ensure that their standards of conduct are, at all times, compliant with Yew Tree Primary School Code of Conduct.

Generic Responsibilities

- All members of staff at Yew Tree Primary School have a collective responsibility for securing the vision of the School.
- All members of staff have a responsibility for helping to develop and secure continued improvement for our 'school'.
- To play a full part in the life of the school community, to support its distinctive vision & ethos and to encourage staff/students to follow this
- To follow all school policies
- To work in a co-operative and polite manner with all stakeholders.
- To work with students in a courteous, positive, caring and responsible manner at all times
- To follow the child protection procedures. To ensure that children's safety and wellbeing is never compromised
- To be polite, cooperative and positive when communicating to other staff
- To take an active and positive role in the school's commitment to the development of staff, and their annual appraisal procedures
- To work with visitors to the school in such a way that it enhances the reputation of Yew Tree
- To seek to improve the quality of our service
- To present oneself in a professional way that is consistent with the values and

expectations of our school.

This job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title. Whilst every effort has been made to explain the main responsibilities and duties of the post, each individual task undertaken may not be specified.

Fluency Duty

The ability to converse at ease with pupils, parents and other users of the service and provide advice in accurate spoken English is essential for the post.

Date of Job Description:

Signed:..... (Receptionist)