

Job Description

KEY INFORMATION	
Post title:	Receptionist
Grade:	3
Responsible to:	PA to Principal and Office Manager
Responsible for:	N/A

OVERALL PURPOSE OF JOB
Provide a professional and courteous Reception service to the school as the first point of contact for visitors and telephone enquiries. Provide administrative support and first aid support as and when required and as directed by the line manager.

MAIN DUTIES AND RESPONSIBILITIES	
1	Undertake the full range of receptionist duties, including answering routine telephone and face to face enquiries, transferring calls to the appropriate member of staff where required or taking messages if they are not available
2	Act as the first point of contact for any visitors to the school, welcoming them promptly and courteously and ensuring they are provided with the appropriate lanyard using the trust's lanyard and visitor protocol
3	Provide routine clerical and admin support, including typing, filing and photocopying. Produce word processed documents, standard letters and forms as required
4	Sort and distribute any post/mail to the school, both incoming and outgoing. Arrange distribution of deliveries when these arrive to the school, liaising with the site team as required
5	Support the admin team with routine data input tasks
6	Monitor the school's Reception/Admin email account, responding to routine enquiries and forwarding on any specific queries to the appropriate person
7	Contribute to whole school initiatives
8	Provide pupil welfare support/first aid as and when necessary



GENERAL RESPONSIBILITIES	
1	Uphold professional standards for the role and follow all school and Trust policies and procedures.
2	Comply with Child Safeguarding Procedures and adhere to the Trust's Child Protection and Safeguarding Policy at all times.
3	Participate in performance management and take part in appropriate training and development activities.
4	Maintain confidentiality in all areas of work and process personal and sensitive information in accordance with relevant legislation.
5	Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.

Person Specification

All points are essential unless otherwise specified

Qualifications	
1	Good standard of literacy and numeracy
2	First aid qualification or willingness to obtain one
3	<i>Other further relevant qualifications, e.g. NVQ Business and Administration, customer service qualification (desirable)</i>
Experience	
1	Experience of working in a reception or administrative role
2	Experience of providing excellent customer service
3	<i>Experience working in a school or educational setting (desirable)</i>
Skills/Knowledge/Abilities	
1	Ability to use a range of computer systems and software packages, including standard packages (e.g. Microsoft, Google suite)
2	Good written and verbal communication skills with the ability to communicate effectively and clearly with a range of staff, children, parents/carers and visitors
3	Ability to follow and work within routine administrative processes and procedures
Personal Attributes	
1	Ability to work successfully alone and as part of a team
2	Ability to work well under pressure and manage competing deadlines
Safeguarding	
1	Demonstrate a commitment to safeguarding children and ensuring the welfare of children
2	Be able to remain calm, empathetic and treat all students with dignity and respect, even when faced with challenging behaviour
3	Satisfactory Enhanced DBS check