

## THE EAGLEWOOD SCHOOL

7-16 Alternative Provision Academy

**ROLE PROFILE**

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| Job Title: | Receptionist/Attendance Support |
| Band: | Grade C  Hours: 8am – 3pm, Monday to Friday, term time only (39 weeks)  To include a 30 minute unpaid lunch break |
| Role profile: | * Act a first point of contact for general parent/student/visitor enquiries, responding within standard procedures or referring the enquiry to an appropriate destination * Recording daily student attendance / absence calls / signing students in and out * Operating the gate / signing visitors in and out * Meeting Room bookings * Contribute to the smooth running of the school’s reception * Manning of telephone switchboard as required * Necessary typing, word processing, filing and reprographic duties as required * Assistance with routine correspondence and phone calls to parents/carers * Recording and dealing with post * Dealing with day to day enquiries, referring to the Headteacher’s PA/Senior Receptionist/Administrator as and when necessary |
| **Reporting structure:**  PA to Headteacher  Senior Receptionist/Administrator    This post | |

This job description seeks to provide an outline of the duties and responsibilities of the post. The job holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager. It is not a definitive document and does not form part of the main statement of terms and conditions or the contract of employment, and will be reviewed regularly in the light of changing service requirements. Any such changes will be discussed with the post holder.

The post holder is expected to comply with all relevant School policies, procedures and guidelines, including those relating to equal opportunities, health and safety and confidentiality of information.

**DATA PROTECTION ACT 1998**

Under provision of this act it is the responsibility of each member of staff to ensure that all information, held manually or on computerised systems, related to students, staff or visitors to which she/he has access during the course of their employment is regarded as strictly confidential. Failure to observe confidentiality may result in disciplinary action.

**PERSON SPECIFICATION**

| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| **Skills, Abilities and Knowledge** | Strong customer focus  Use of Microsoft Word and Excel, and Outlook  Excellent interpersonal communication skills  Able to liaise effectively with the public and establish good working relationships with staff at all levels.  Ability to produce high quality work  Ability to prioritise workload and to work to deadlines  Highly skilled at multitasking | Knowledge of Arbor (Student Records System) |
| **Knowledge, Training and Experience** | Reception/front office/customer based environment | Experience of working in an admin capacity  First Aid trained or willing to take part in training |
| **Personal attributes** | Can demonstrate effective team work  Flexible and adaptable working style  Calm under pressure  Self-motivated and able to work without supervision  Diplomatic and empathetic manner  Able to maintain confidentiality  Attention to detail |  |