**Pond Meadow School**

**Job Profile: School Receptionist**

**PS3 Pro Rata £18,311**

**32.5 hours per week 8.30am – 3.30pm, 39 weeks per year**

**About Pond Meadow School**

Pond Meadow School is governed by Pond Meadow Academy Trust.

Pond Meadow is a special school in Guildford catering for pupils from Nursery all the way through to Post 16. All children have an Educational Health Care Plan. The current capacity for students on role is 160. There are exciting plans for the school to expand by 10 pupils every year until the pupil numbers reach 200 students on role. The school recently redesignated to an autism spectrum disorder (ASD) and severe learning difficulties (SLD) although there are still a number of high medical needs students on role.

**Job Overview**

The person in role will be responsible for overseeing the reception facility such as answering calls and dealing with face-to-face enquiries from a range of stake holders. This could include signing in visitors and ensuring all visitors are appropriately monitored. Daily transport will arrive to drop off and collect the students, support and direction for the transport may be needed. The role includes general clerical and administrative support for the administration assistant and the office manager.

**Main Duties & Responsibilities**

● Provide a welcoming reception service for visitors, staff, and parents, ensuring all visitors sign in and have proper identification.

● To undertake a wide range of clerical duties including filing, photocopying, handling the post and other general office administration.

● Handle telephone enquiries, take messages, and distribute them to the relevant staff.

● Act as the first point of contact for parents, offering assistance with general administrative issues.

● Communicating with taxi and transport companies.

● Support various administrative tasks, such as maintaining registers.

● Help maintain a safe environment within the school and report any health and safety concerns.

**School Support & General**

● To attend all department meetings and relevant staff meetings

● To attend all training courses as directed

● To participate in the School’s Performance Management Review process and make use of professional development opportunities.

● To play an active and positive role.

● To familiarise yourself with the working practices of the school and adhere to them at all times

● To maintain confidentiality and legal requirements.

● To be aware of equal opportunities policies and principles and health & safety regulations

● The postholder will be expected to contribute to the protection of children as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager

● To undertake other duties that can be reasonably expected of and are relevant to the level and nature of the post

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The successful candidate will be briefed on the duties in detail and be supplied the full job description and provided support to carry out the duties to the best of their abilities.

**Person Specification**

* Experience of working in a school front office (preferred but not essential)
* Experience of working in a small team and being a team player
* Basic experience of Microsoft packages such as word, excel and outlook
* School MIS system experience such as SIMS, Arbor or Bromcom
* Good communication and listening skills
* Good organisational skills used in planning and managing own work
* Calm, friendly and professional disposition
* Self-motivated and enthusiastic
* Able to respond effectively to changing priorities
* Good attention to detail and accuracy