

JOB DESCRIPTION

Position: Receptionist

Salary: Bucks Pay Range 2 (point 12-15)

Contract: 37 hours per week x 40 weeks.
(Term time + 5 INSET days + 1 week in the summer holidays)
Daily hours: 8am – 4pm (35min lunch break)

Responsible to: Office Manager

Role summary

To undertake reception duties to ensure the efficient and effective running of the school. You will be the first point of contact for parents/carers and visitors. You will be working as part of the office admin team with your own areas of responsibilities in line with the main duties of the role.

Safe Guarding

The posts holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom she/he is responsible, or with whom she/he comes into contact will be to adhere to and ensure compliance with the school's Child Protection Policy at all times.

Main Duties and Responsibilities

RECEPTION

- Act as the first point of contact. Providing a polite and welcoming environment for visitors.
- Ensure all external visitors are appropriately signed in and out of the electronic visitor system and that all safeguarding and security protocols are adhered to. This includes checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures.
- Ensure that staff and pupils who arrive/leave during the school day are signed in/out on the electronic visitor system.
- Effective management of incoming calls; responding positively to all queries, taking appropriate actions and prioritising as necessary.
- Responsible for maintaining the main online office diary.
- Maintain the board within the office on a daily basis with pupil/staff absences and appointments as recorded in the diary and as they are notified.
- Maintain an awareness of meetings and ensure meeting rooms and refreshments are prepared as required.
- Receive and check deliveries ensuring they tally with the delivery notes, following up any errors. Liaise with Site Manager if subsequent movement of delivery is required.
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.
- Receive and distribute the post.
- Manage the daily dispatch of post and keeping a record of stamps usage.
- Ensuring that teaching staff have completed the necessary paperwork and follow the process when taking pupils out of the school grounds.
- Manage the electronic visitor system and being the primary person to print the fire escape report in the event of a fire/evacuation.

COMMUNICATION

- To ensure that all messages (verbal, paper and electronic) are communicated accurately, professionally and in a timely fashion.
- Ensure that the Headteacher/Assistant Headteachers and members of staff are kept appropriately informed e.g. matters relating to pupils, pupil illness, in a timely manner.
- Responsible for monitoring the school email account, responding and distributing emails as required.
- Responsible for the distribution of parent communications via email and maintaining distribution lists
- Responsible for managing parent/carer survey forms using Microsoft forms eg meet the teacher, school trips, parent events etc. Collecting responses and actioning as appropriate.

PUPILS

- Ensure the lunch menus and register templates are maintained and that they are available daily.
- Ensure that any pupil absences are accounted for by checking with parents or carers where appropriate and recording the correct absence code.
- Manage and maintain pupil attendance data in Arbor.
- Ensure lunch orders are passed to the kitchen daily.
- Maintaining pupil contact information cards and ensuring any updated information is passed to the SEN Administrator to update Arbor.
- At the end of the school day, if required, ensure that daily taxi list reflects the pupils in school e.g. pupils out due to illness, medical appointments have been marked as being absent and any changes to collection e.g. parent collecting.
- Book annually the swimming sessions for the whole school and send out half termly letters to parents/carers.
- Contact parents/carers as required.

CLERICAL DUTIES

- Administration support: photocopying, filing, production of letters etc
- Maintain and ensure standard forms held within the office are up to date and that sufficient stocks are available.
- Responsible for maintaining the calendar information, term dates, newsletters and parent letters on the school website.
- Responsible for trip/visit administration on the Evolve system as Education Visits Coordinator, ensuring deadlines are followed including the Headteacher's authorisation. Assisting the Assistant Headteachers with trip admin as required.
- Sourcing transport quotes for trips, swimming etc. Arranging and making bookings of mini buses and coaches as required.
- Responsible for supporting the Office Manager in the recruitment process of staff
 - Placing of internal and external advertisements.
 - Establishing costs and gaining the necessary approval.
 - Monitoring of the school's recruitment email account.
 - Receiving application forms and conducting checks eg ensure the correct application has been completed, the completeness of application etc.
 - Arranging interviews and raising the necessary paperwork eg candidate forms, interview timetable, interview paperwork. Liaising with Assistant Heads and teachers regarding interview schedules.
- Monitoring the main stationery cupboard and re ordering supplies as appropriate.
- Responsible for maintaining the emergency grab bag held in the office.
- Regularly review LA bulletins on the intranet for relevant information and pass to the Business Manager.
- Manage prospective parent afternoons and queries. Maintaining records and emailing invites.
- Producing and updating the class list. Distribution as appropriate.
- Coordinate the school photographer visits and distribute photo order forms to parents.
- Responsible for the weekly supermarket order for classes, kitchen etc.
- Manage the stock and ordering of fruit for the whole school.

GENERAL

- To undertake errands, when necessary, within the village.
- To assist with various duties as directed by the Business Manager, generally contributing to the smooth running of the school office. To carry out other duties from time to time that may be reasonably expected.
- To undertake such training as is required to be able to meet the requirements of the post.

The list of duties in this job description is neither exclusive nor exhaustive. There will be other duties and responsibilities associated with the role and, in addition, as a term of your employment you may be required to undertake various other duties as reasonably requested.

Other responsibilities:

- To follow school policy as documented and/or as directed by the Headteacher.
- To present the school in a positive way in the community.
- To be aware of the sensitive nature of information learned during the course of duties and to maintain confidentiality at all times.
- To follow the school's Equal Opportunities policy
- To be aware of, and have regard to, the Health and Safety policy of the school. To ensure procedures are followed in the event of an accident or incident.
- To participate in the school's performance management process.

This job description describes in general terms the normal duties which the post-holder will be expected to undertake. In addition, duties may vary from time to time. The job description may be changed at any time after consultation with the employee.

Role Holder

Signature: _____

Date: _____

Print Name: _____

PERSON SPECIFICATION: Receptionist

Qualifications	Essential	Desirable
GCSEs English and Maths at C or above grade or equivalent	*	
Knowledge and Skills		
Experience of working in a school or SEN environment		*
Experience in ARBOR data system		*
Experience of working collaboratively as part of a team	*	
Good IT skills e.g. good knowledge of Word & Excel packages, email, internet	*	
Good listening, written & verbal communication skills	*	
Capable of working under pressure	*	
Ability to organise and prioritise own workload effectively to meet deadlines	*	
Ability to be proactive, self-motivated and uses own initiative	*	
Flexible and adaptable	*	
Able to establish good relationships	*	
A caring and patient approach	*	
Able to tackle problems/issues proactively	*	
Sense of humour & friendly	*	
Ability to maintain confidentiality at all times	*	
Ability to multi task and remain calm	*	
Good interpersonal skills with empathy to the needs of others	*	
Willing to undertake further training	*	
Experience:		
<ul style="list-style-type: none"> Experience of working within a reception or office environment. 	*	
Other requirements:		
<ul style="list-style-type: none"> The post holder will be expected to undertake an enhanced DBS enhanced check as part of the recruitment process. A commitment to safeguarding and promoting the welfare of children and young people. 		