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**Northern Education Trust – Job Description**

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| **Job Title:** | Student Services Receptionist | **JE reference** | | JE218 |
| **Base:** | Academy | | | |
| **Reports to:** | Office Manager | **Grade:** | Grade 2  SCP 4 -SCP 5 | |
| **Staff responsibility for:** |  | **Salary:** | £24,404.00 - £24790.00  (FTE, Salary to be pro rata) | |
| **Additional:** |  | **Term:** |  | |

**JOB PURPOSE**

* To provide an effective and student friendly first point of contact for students on all matters relating to academy life. Ensuring students are directed to the correct advice and guidance or issued with information in a timely manner
* To provide a friendly and efficient reception service for staff and visitors to the school. Including answering telephone calls, registering visitors and providing administrative services as needed

**JOB SUMMARY**

**RESPONSIBILITIES:**

1. To co-ordinate and provide administrative support
2. To act as a first contact for student services and signpost enquirers to appropriate support
3. To provide a professional and effective reception provision, demonstrating excellent customer service skills when acting as the first point of contact for students
4. To assist with setting up academy events, presentations and other activities
5. To maintain and update student records as appropriate
6. Assist students and other members of the academy community to access student support services
7. Ensure a professional and courteous reception service is provided to all students
8. Provide administrative support to student services team if required
9. Check and process student records, including data validation, input and filing
10. Update and maintain appropriate reference materials and resources including student notice boards and the academy’s virtual learning environment
11. Assist in following up student absences and timetable changes, including the collation of information on leavers and destinations
12. Meeting arrangements, minuting of meetings, and the monitoring of action points arising from the meetings
13. Administration and co-ordination of student bus travel, including bus travel following after academy activities
14. Responsibility for answering all incoming calls
15. Providing radio contact for the SLT team via two-way radio
16. Collecting and storing all lost property
17. General administrative duties for the academy
18. Demonstrating and active commitment to their own professional development,
19. Responsible for all aspects of the reprographics service
20. To undertake first aid duties
21. To comply with the academy’s policies and procedures at all times

**GDPR**

1. To adhere to GDPR and Data Protection Regulations, whilst maintaining confidentiality

**Safeguarding**

1. To follow all safeguarding and child protection policies and procedures
2. This role wholly or mainly involves working with children

**General**

1. To participate in wider Trust meetings and working groups as required

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and the post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time

NET is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

Signed: …………………………………… Date: ……………………………….