



Receptionist – Job Description

Title of Post: School Receptionist and Administration Officer

Grade: Grade D

Hours: 32.5 per week – term time only, 8am to 3pm daily (30m lunch break)

Responsible to: Headteacher's PA

The receptionist is an important and integral part of our organisation. The receptionist is, among other things, our 'front of house' and the initial impression of our school will be gained from this first contact, whether it is on the telephone or on a face-to-face basis.

We seek to appoint a person of initiative and professional appearance with an excellent telephone manner and the ability to relate to all visitors including students, parents and staff. The receptionist will form part of a team consisting of the Headteacher's PA, Attendance Officer and Cover Manager.

KEY DUTIES & RESPONSIBILITIES:

- To provide a welcoming and efficient reception and front office service
- To provide a necessary administrative and support service across the school as part of the School Administration team
- The post holder will, at all times, carry out the duties and responsibilities with due regard to the School Policies and ensure the aspects of the post are performed in an efficient and effective manner

GENERAL ADMINISTRATION

- Undertake reception duties, answering routine telephone and face-to-face enquiries and signing visitors in and out
- Signing late students in/signing students out through the appropriate channel e.g. parental contact
- Maintain good public relations, assisting visitors to the school in a calm, empathetic, efficient and helpful manner
- To promote a positive image of the school
- To ensure compliance with all current safeguarding arrangements for all visitors and keeping a daily record of visitors to the school
- Taking appropriate measure to ensure the security of the school office, entrance to the school building and promote a safe working environment
- To understand the fire evacuation procedure and other emergency situations and to implement the part reception is expected to play
- Support administration staff by the provision of general clerical work in the offices of the school, when required or during periods of staff absence
- Provide general advice and guidance to staff, students and others
- Assisting and supporting the daily function of the school office and maintaining the office environment



- Maintaining the school foyer environment to promote a positive ethos
- To cover in the absence of office colleagues for administrative tasks
- Undertake word processing and other ICT based tasks including the production of letters, reports, schedules, etc as required
- Maintain manual and computerised records and/or management information systems as required
- Attending relevant courses/training to facilitate the role
- To provide refreshments for visitors and clear away as required
- To carry out other duties as required by the Headteacher, senior staff or line manager commensurate with the post

SUPPORT FOR THE SCHOOL

Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Be aware of and support difference to help ensure everyone has equal access to the services of the school and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.

Contribute to the school ethos, aims and development/improvement plan.

Work as part of a team, appreciating and supporting the role of other people in the team.

Attend and participate in meetings as required.

Undertake personal development through training and other learning activities, including performance management as required.

Note This is not a comprehensive list of all tasks which may be required of the postholder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.

GENERAL

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

All staff are responsible for the implementation of the Health and Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure that appropriate improvements are made where necessary.

School has approved a policy on Equal Opportunities in Employment and copies are freely available to all employees.

All staff are to deal with all student data in the strictest confidence. Any member of staff in breach of this confidentiality will be subject to disciplinary procedures being invoked.

The post is registered as exempt from the Rehabilitation of Offenders Act 1974 and in accordance with the Police Act; the successful candidate must be able to obtain satisfactory enhanced criminal record disclosure in order to be appointed to the post. In this respect, a criminal record check will be undertaken prior to confirmation of appointment.