

**Job Description:**

Post: **Receptionist**

Contract type: **Permanent**

Hours: **22.5 (3 days) term time only**

Scale: Grade 5, Scale 5 - 7 (£21,575 - £22,369), £11,000 - £11,405 pro rata, pay award pending

Commences: **January 2023**

Responsible to: **Headteacher's PA**

The receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same. The receptionist is also required to assist the Headteacher's PA with various administrative tasks.

Main purpose

- To be the first point of contact for visitors to the school, extending a warm welcome to callers – including parents, visitors, contractors and delivery staff.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
- To deal effectively with emails, forwarding to relevant staff / actioning as required.
- To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors.
- Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the reception area remains tidy
- To receive and sign for all packages and deliveries
- To record and post all outgoing mail.

Duties and responsibilities

- Open office in the morning, organise reception ready for the day, tidy up and close office at the end of the day
- Answer the phones, forward or deal as necessary
- Check messages on the answering machine
- Open all external post, date stamp and put into pigeon holes
- Sign students in when they arrive late, sign out students if they are leaving early for appointments
- Deal with sick students, calling parents, sending home when required and signing out, checking with HoY if Y7 or Y8 / attendance officer first
- When first aid trained, administer First Aid when required, reporting accidents in the accident book.
- Greet visitors, get them to sign in, check relevant ID. Issue with Green Lanyard if DBS checked, red if not.
- Check office emails regularly throughout the day, deal with or forward on to the relevant person
- Administer Patrol sheets: printing sheets out for each day, and calling the relevant teacher when required
- Administer SLT after school detentions. Email parents, complete SLT detention sheet and input details onto SIMs
- Input behaviour / on-call details onto MIS
- Call caretakers when required

- Add names of students who've had mobile phone or other items confiscated to Mobile, hoodies etc sheet - and put on to MIS
- Obtaining and distributing work for any students who are isolated
- Obtaining work for students who are off long term sick or excluded keeping a record of all work sent home
- Take receipt of deliveries and arrange distribution accordingly.
- Stamp post and take to the post box, recording all stamps used. Book / arrange collection for parcels / signed for letters online (royal mail / UPS)
- Sign for exam parcels and keep a log, keeping them locked away until they can safely be taken to the exams officer
- 2nd hand uniform / sell 2nd hand uniform to students / parents. Keep them tidy and organised.
- Ensure that all records and other personal information (staff / student / parent) is kept secure at all times
- Keep the first aid cupboard tidy, checking use by dates and restocking as required.
- Log medication for students, maintain a list of expiry dates and contact parents to replace out of date medication.
- Liaise with the school nurse to keep allergy plans up to date.
- Organise first aid kits and medication for school trips
- Sort out the lost property, returning named items to students. Arranging for all lost property to be made available at the end of each term in the main hall for students to collect.
- Chase consent from parents for trips and visits
- Keep an up-to-date spreadsheet of all patrol and send to the SLT once a term
- Keep stationary cupboard stocked placing orders for items as necessary.
- Put dishwasher on at the end of day and empty in the morning
- and keep kitchenette clean and tidy
- Any other reasonable requests from members of staff & PTA

Notes

The Receptionist will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

This is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Receptionist will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher's PA / members of SLT.

This job description may be amended at any time in consultation with the postholder.

Personal Specification – Receptionist/Administrator

Qualifications	Essential	Desirable
GCSE Maths and English A* - C or equivalent (or able to demonstrate equivalent numeracy and literacy skills to a Level 2 standard of education)	x	
First Aid qualification or willingness to gain such qualification and undertake first aid responsibilities		x
Experience in Google Drive / Microsoft Office	x	
MIS experience		x
Experience		
Experience of working in a busy office environment		x
Experience of understanding a range of administrative tasks	x	
Experience of working in a school office		x
Experience in managing and maintaining accurate records & filing systems	x	
Skills and attributes		

Excellent interpersonal skills	x	
Good standard of I.T. skills	x	
Ability to think independently and solve problems on own initiative	x	
Ability to work with minimal supervision	x	
Ability to cope with conflicting demands, deadlines and interruptions	x	
Empathy with children and young people	x	
Willingness to be flexible	x	
Ability to work on own initiative		x
Desire for continued professional development		x
Personal Qualities		
Confidentiality	x	
Good interpersonal skills; the ability to communicate effectively with a variety of people and to assess and diffuse confrontational situations	x	
The capacity to remain calm and to cope with the unexpected	x	
Committed and enthusiastic	x	
Confident, positive and flexible attitude	x	
Sense of humour	x	
Attention to detail	x	
Be well presented and maintain a positive, professional attitude	x	
Commitment to safeguarding the welfare of pupils and vulnerable adults	x	
A commitment to working as part of the whole academy team and supporting the vision and aims of the academy	x	