



## Northumberland Church of England Academy Trust

### **JOB DESCRIPTION**

**JOB TITLE:** Receptionist  
**SCHOOL:** Castle  
**SALARY:** Band 2  
**RESPONSIBLE TO:**

Northumberland Church of England Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The Trust will provide an environment in which the personal attributes, strengths and academic excellence of staff will enable the creation of opportunities for all to develop their potential to the full; creating confident, independent, versatile and successful adults, equipped with the skills and values to meet the challenges of a changing society and to provide the best possible educational foundation for life.

It is essential that the post holder actively supports the vision and ethos of the Northumberland Church of England Academy.

### **PURPOSE OF JOB:**

The purpose of this role is, under the instruction/guidance of the Senior Receptionist: provide general administrative support to the School, maintaining confidentiality at all times.

### **MAIN RESPONSIBILITIES:**

Organisation:

- Undertake reception duties and hospitality, answering general telephone and face to face enquiries and signing in visitors
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assist in arrangements for schools trips, events etc

Administration:

- Carry out appropriate safeguarding and identification checks on visitors

- Ensure all visitors are recorded in the Visitors' Diary
- Provide general clerical/admin support eg name badges, laminating, photocopying, filing, completion of standard forms, respond to routine correspondence where directed
- Maintain manual and computerised records/management information systems
- Produce lists/information/data as required eg pupils' data
- Undertake basic typing and word-processing and other IT based tasks
- Undertake ICT tasks within the Academy approved IT systems eg SIMS as directed.
- Sort and distribute mail
- Undertake administrative procedures
- Undertake routine administration of school minibus lettings as directed

#### Resources:

- Operate relevant equipment/ICT packages (eg word, Googlemail, spreadsheets, Internet, SIMS)
- Maintain stock and supplies, cataloguing and distributing as required
- Undertake general financial administration eg processing orders

#### Responsibilities:

- Contribute to the overall ethos/work/aims of the Academy
- Be aware of and comply with Academy policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Respond in a professional manner to queries from visitors, staff and learners (signpost to relevant location)
- Ensure reception area remains clear and uncluttered
- Be aware of and support difference and ensure equal opportunities for all
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required

The person undertaking this role is expected to work within the policies, ethos and aims of the school and to carry out such other duties as may reasonably be assigned. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. You may be required to carry out additional duties commensurate with the level of the role.



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| <b>Post Title: Receptionist</b>   |   |                  |
|---|---|------------------|
| <b>Person Specification:</b>  | <b>Essential</b>                                    | <b>Desirable</b> |
| <b>Experience:</b> <ul style="list-style-type: none"> <li>● Experience of working in an office environment</li> <li>● Good working knowledge of Googlemail, Excel</li> </ul>  | ✓   | ✓                |
| <b>Skills &amp; Competencies:</b> <ul style="list-style-type: none"> <li>● Excellent telephone manner</li> <li>● Excellent communication skills</li> <li>● Ability to relate well to children and adults</li> <li>● Ability to work as a member of a team</li> <li>● Effective working knowledge of the internet, Microsoft Word</li> <li>● Good keyboard skills</li> <li>● Calm under pressure</li> <li>● Positive attitude</li> <li>● Neat and tidy appearance; well-groomed</li> <li>● Ability to multitask</li> <li>● Ability to deal with difficult customers</li> <li>● Self-motivated</li> <li>● Confidential</li> </ul> | ✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓ | ✓                |
| <b>Knowledge &amp; Qualifications</b> <ul style="list-style-type: none"> <li>● NVQ Level 2 or equivalent qualification or experience in a relevant discipline eg RSA Level 2 Word Processing</li> <li>● NVQ Level 2 Literacy and Numeracy qualification or equivalent</li> <li>● NVQ Level 2 Customer Services or Business Administration qualification</li> <li>● First Aid qualification</li> </ul>   | ✓<br>✓<br>✓<br>✓                                    | ✓                |
| <b>Physical, mental and emotional demands:</b><br><br>Commitment to helping provide a high quality service to children and families   | ✓   |                  |
| <b>Other:</b> <ul style="list-style-type: none"> <li>● Willingness to participate in training and development</li> </ul>  | ✓   |                  |

