



Hulme Hall Grammar School

Receptionist Job Description

The School

Hulme Hall Grammar School is committed to safeguarding and promoting the welfare of children and young people, we expect all our staff and volunteers to share this commitment. This post is subject to an enhanced DBS check.

Hulme Hall Grammar School is an independent school for boys and girls, based in Stockport. It was established in 1928 and has approximately 160 pupils on roll, from Pre-School to aged 16. The School prides itself on providing a caring, supportive environment where every pupil is treated as an individual. Small class sizes in combination with excellent teaching, lead to consistently good examination results.

The Governors are seeking to appoint an enthusiastic Receptionist / Administration Assistant who will support the Main Office. The person will be the initial point of contact for patients visiting or telephoning the School so excellent communication skills and a “can do” attitude are essential.

Main Purpose of the Job:

The role will involve working on a busy reception, welcoming visitors to the School, taking phone calls and messages and responding to telephone, email and face-to-face enquiries from parents, staff, pupils and the public. In addition, you will also be involved in a variety of other tasks such as dealing with incoming and outgoing post and deliveries, room bookings, and other general administrative duties.

Main Duties and Responsibilities:

- Providing a first-class reception service, being polite, courteous and actively demonstrating positive customer service skills.
- Being the main contact person for all parents and visitors and providing administrative assistance to the staff of the school.
- Controlling access to the school, ensuring all visitors and contractors are signed in correctly and have read the safeguarding guidance.
- Answering the phone and relaying messages to staff in a timely and accurate manner.
- Monitoring of emails, acknowledging receipt and forwarding to the relevant staff member, responding in a timely manner.
- Assisting with the daily tracking and reporting of pupil attendance, including medical appointments and follow-up calls with parents where necessary.
- Receiving and distributing incoming letters and parcels and taking mail to the post-office.
- Supporting the Office Manager / Admissions Manager in helping with admissions enquires and providing other additional assistance as requested.
- Helping to arrange appointments with the Headmaster and other members of staff (working with the Office Manager to coordinate diary dates).

- Sending emails / letters to parents to advise of upcoming trips and events, as advised by teachers and ensuring all parent / carer permission slips are received.
- Monitoring lost property and distributing named items to the relevant classroom. Keeping the lost property boxes tidy and organised.
- Keeping the main reception area clean and tidy and providing visitors with refreshments.
- Supporting the administrative work of the Office Manager.
- Reporting any site issues (e.g. cleaning, repairs) and any safety issues to the relevant people.
- Ensuring the School's compliance with regulations on data protection and related matters, including the retention of information policies.
- Any other administrative duties to support the efficient running of the school.

Other Duties

- Help the school discharge its responsibility for safeguarding pupils and ensuring compliance with Safeguarding Policy.
- Work within the School's Health and Safety Policy to ensure a safe working environment for staff, pupils and visitors.
- Work within the School's Diversity Policy to promote equality of opportunity for all pupils and staff, both current and prospective.
- Maintain high professional standards of attendance, punctuality and appearance.
- Engage actively in the performance review process.
- Adhere to the School policies and be a role model as first point of contact.

Please also see the Person Specification for this role, which is contained in a separate document.

Applications are welcome from a diverse range of backgrounds. Factors such as skin colour, gender, race, nationality, ethnic origin, religious faith or any other protected characteristic will NOT be taken into account in the selection procedure.

Conditions of Service:

This is a full-time, term time appointment based on 37½ hours per week with core hours being 8:30am to 4:00pm. In addition, there will be a requirement to work an additional four weeks during the school holidays as agreed with the Business Manager / Office Manager. There may be some flexibility in working hours.

Salary range: £12,500 (actual salary) depending on experience.

Application Procedure:

A fully completed application form (which can be downloaded from the school website), to include details of two confidential referees should be addressed to: The Business Manager, Hulme Hall Grammar School, Beech Avenue, Stockport SK3 8HA, or e-mailed to Mrs Cooke at: d.cooke@hulmehallschool.org.

Closing Date for Applications: 4.00pm on Tuesday 21st July 2020

Interviews: Week beginning Monday 3rd August 2020