



Receptionist Job Description

Job Details:

Title:	Receptionist
Reporting to:	Office Manager
Responsible to:	Headteacher
Hours:	37 hours per week (term time plus 2 weeks, 1 week worked during the summer or as service requirements dictate and one week of training days)
Grade:	Scp 4 - 5
Actual:	£16,665.29 - £16,999.03

Job Purpose

To ensure the efficient and effective management of the School's telephone switchboard, undertake general reception duties, and support with some administration duties.

Main Duties and Responsibilities – Receptionist

To be responsible for the answering of the main School switchboard efficiently and effectively.

Take messages and relay them quickly and accurately.

To be responsible for the signing in of visitors to the School in accordance with the Safeguarding Policy and inform the relevant person of their arrival.

To communicate with courtesy and clarity to all staff, students, parents, carers, visitors, outside agencies and the wider community, including answering general telephone, email and face to face enquiries.

To accept deliveries, and arrange the distribution to the relevant department.

To deal with and sort all incoming and outgoing mail and parcels including recorded deliveries.

Take responsibility for general upkeep of the entrance and of the reception areas.

To ensure all visitors are accounted for during a fire evacuation.

To support with general administration duties, including photocopying, laminating and collation of documents.



General requirements:

- To undertake other duties appropriate to the grading of the post as required.
- To maintain confidentiality of information acquired in the course of undertaking duties for the department.
- The post holder will be expected to work flexibly and carry out all duties with regard to the School's policies and in compliance with the School's Equal Opportunities, Health and Safety and Code of Conduct procedures.
- To participate in a programme of self/professional development to ensure skills, knowledge and understanding are added to and kept up to date.
- You must promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.

This job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Date: 10/04/1019

Name of post holder:

Signature of post holder:

Signature of Headteacher:

Date:.....

Receptionist

Person Specification

		Essential	Desirable
In support of the school's vision and values		✓	✓
1.	Ability to forgive and forget and to start each day a fresh.	✓	
2.	Ability to demonstrate consistent behaviours that reflect the School values, and be committed to supporting the students and the home-school agreement.	✓	
Qualifications			
3.	Educated to GCSE (good grades in English and maths).	✓	
4.	Possession of ECDL/RSA2 or equivalent.	✓	
5.	Possession or willingness to progress towards a recognised qualification such as: Certificate in Educational Administration.		✓
Experience			
6.	Experience of undertaking a range of clerical and administrative duties	✓	
7.	Experience of working within an educational environment in a similar role.		✓
Knowledge			
8.	Proficient in the use of a range of SIMS modules.		✓
9.	Proficient in the use of Microsoft packages word, excel, powerpoint and publisher.	✓	
10.	Proficient in the use of email, the internet and telephone systems.	✓	
11.	To have an understanding of and a commitment to Equal Opportunities issues within the workplace.	✓	
Skills			
12.	Ability to build and maintain effective working relationships with colleagues, students and wider community.	✓	
13.	Ability to communicate effectively in writing and orally with a wide variety of people.	✓	

14.	Ability to show sensitivity and objectivity in dealing with confidential issues.	✓	
15.	Ability to deliver a high standard of customer service	✓	
16.	Ability to maintain efficient record keeping systems.	✓	
17.	Excellent organisational skills and ability to prioritise own workload.	✓	
18.	Ability to work to deadlines with minimum supervision.	✓	
19.	Displays an attention to detail and high degree of accuracy.	✓	
20.	Displays commitment to the protection and safeguarding of children and young people.	✓	

STAGE TWO Will only be used in the event of a large number of applicants meeting the minimum essential requirements.

<i>ADDITIONAL REQUIREMENTS</i>		METHOD OF ASSESSMENT
Knowledge/Experience/Qualifications/Training, etc		
1	Experience of working in a similar role in a school.	Application form/Interview