



JOB DESCRIPTION RECEPTIONIST

Job title: Receptionist
Team Lead: Learning Services Manager and Senior Administration Officer
Responsible for: Any staff who may be assigned to the post

CORE RESPONSIBILITIES

1. To support the smooth running of the School by delivering an effective and efficient reception and rservice to students, staff, parents and all associated with the School.
2. To support the professional development and review process of your role, in your work-related areas, through annual Personal Reviews and a willingness to expand your knowledge and skills by attending relevant professional development.

Duties and responsibilities will include:

- Respect the confidentiality of the work as required.
- Follow school policies, including safeguarding policies and procedures.
- Be the public face of the school in answering the telephone and managing the reception area.
- Courteously deal with the public, students and other members of staff.
- Answer the telephone, re-route calls, take and pass on messages.
- Take monies for the sports hall, ensuring this is accurately recorded and locked safely away.
- Sign for parcels and arrange for their removal from the reception area.
- Frank outgoing mail.
- Enter postage details within the Excel package.
- Sign in visitors, issue security badges, notify appropriate members of staff. Ensuring identity checks are made, as required.
- Hold a current first aid certificate (training will be provided).
- Ensure equipment is stored safely away (sports hall reception).
- Liaise with the facilities team in areas of emergency such as fire drills.
- Complete administrative tasks on request.

Name.....

Signature.....

Date.....

Other Duties:

- 1 To take reasonable care for the health and safety of her/himself and other persons who may be affected by her/his activities and, where appropriate, safeguarding the health and safety of all other persons under her/his control and guidance, in accordance with the provisions of the Health and Safety Legislation and the School's own policies. This will involve liaising with the Health and Safety Officer in areas of emergency such as fire drills.
- 2 To exercise proper care in handling, operating and safeguarding any equipment, systems or appliances provided or issued by the School for the post-holder's individual or shared use in the performance of his/her duties including computer equipment.
- 3 To be involved in the Performance Management/Personal Review procedures of the School either in the role of a reviewee responsible for continually seeking to develop professionally and/or in the role of a reviewer responsible for supporting the work of colleagues as they seek to develop professionally.
- 4 To positively promote the good name of the School and actively support its aims.
- 6 To undertake any other tasks which may reasonably be regarded as being within the nature of the duties and responsibilities of the post defined above, subject to the proviso that any significant and permanent changes shall, after satisfactory negotiation by both parties, be incorporated into a revised job description in specific terms.

You are required to preserve the confidentiality of any information regarding staff (in connection with their employment) and students and this obligation shall continue indefinitely. A breach of this requirement will be regarded as misconduct and as such may be grounds for dismissal.

The duties summarised in your job description are indicative and we retain the right to include other reasonable duties which which may be reasonably requested commensurate with the post held and duties undertaken.

As you are aware, any post working within a School includes substantial access to young people and all appointments are subject to an enhanced Disclosure and Barring Service check and a satisfactory result being received. All employees (temporary or permanent) are required to inform the School of any subsequent convictions or other matters whilst employed by the School. Failure to do so will result in the disciplinary process being invoked. All employees in posts eligible for an enhanced check are contractually required to undergo a re-check upon request.

Name.....

Signature.....

Date.....

PERSON SPECIFICATION RECEPTIONIST

ATTRIBUTE	ESSENTIAL	DESIRABLE
SKILLS AND QUALITIES	<ul style="list-style-type: none"> • Ability to plan and prioritise workload accordingly. • Excellent organisational and interpersonal skills. • A sense of responsibility and confidentiality. • Able to communicate effectively in a range of situations, both verbally and in writing, and be able to adapt style and approach where necessary to achieve the desired outcome. • High level IT skills and the ability to use these effectively in a range of situations. • Ability to work under pressure and to deadlines. • Excellent front of house skills when receiving visitors and strong awareness of 'the customer', e.g. students, other staff and the general public. • Suitable to work with children and young people. • Physically fit and emotionally robust. • Able to work in sympathy with the aims and ethos of the school. • Committed to the philosophy of continuous improvement and a 'No-Blame Culture'. • Committed to safeguarding and promoting the welfare and care of all students. • Ability to be responsible for sick and injured students without being squeamish. 	
EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none"> • Previous experience of working as a receptionist or administrator/in an office environment. • Experience of working with people at all levels. 	<ul style="list-style-type: none"> • Experience of working in a school environment or working with young people.
QUALIFICATIONS	<ul style="list-style-type: none"> • Five GCSEs (or equivalent), including English and maths, or equivalent relevant experience. 	<ul style="list-style-type: none"> • NVQ in Administration. • First Aid at Work qualification.
OTHER	<ul style="list-style-type: none"> • Enhanced DBS Clearance. • Legal right to work in the UK. 	