

JOB DESCRIPTION

Department: Support Staff	Section: Administration
Job Title: Receptionist/Admin	Scale: SS 3 - 6
Terms of employment: Permanent	Hours: 7 hours per week Number of Weeks: 39 per annum. (Term time plus 1 week)

JOB PURPOSE

- To provide an efficient and effective front line service to visitors, staff and students
- To provide admin support in all aspects of the school's reception.

DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE

Reports to the School Business Manager.

MAIN DUTIES AND RESPONSIBILITIES

- Perform receptionist duties and general office administration as required.
- To service the reception area of the whole school on a daily basis, including maintenance of the reception diary and managing the answer machine
- Provide the welcoming face to the school for all visitors and support staff and students in their enquiries
- Answer telephone calls, taking messages when necessary and ensuring they arrive at their destination as required on a daily basis, take priority messages and email for all others
- Notify the Cover Manager of all teacher absences to ensure the smooth running of the school.
- Record all other staff absences and notify the school's management and the HR department.
- Maintain appointment diary either manually or electronically.
- To support the students as requested by the school's management
- Support the school in Safeguarding by undertaking necessary procedures for visitors
- Ensure all staff and visitors sign in / out as necessary
- To demonstrate customer service principles and practices.
- Provide administration support when required throughout the school
- Data entry onto the school's information system (SIMS).
- Manage post distribution, both incoming and out-going, throughout the school including the franking machine.
- Keep adequate records and be able to clearly identify stored material.
- Such other duties as may be compatible with the nature of the post and reasonably requested by the Principal.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Employee

Name:

Signed:

Date

Signed on behalf of the school

Name:

Signed:

Date:

PERSON SPECIFICATION

JOB TITLE: Receptionist	SECTION: Administration
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KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and Training	• GCSE or equivalent in Maths and English • IT literate	• Relevant office-based recognised qualification • First Aid Certificate • Customer Service training /NVQ Level 2 in Customer Service • Intermediate level MS Word/Excel/Outlook
Competence Summary (Knowledge, Abilities, Skills, Experience)	• Competent in the use of the computer and telephone system within an office environment. • Competent user of MS Word and Outlook. • Previous experience within a Reception area or Customer Service environment • Experienced in typing, document creation and office procedures. • Awareness of the Data Protection Act	• Experience in the use of SIMS applications. • Experience in the use of databases • Knowledge of the requirements of the Data Protection Act. • Previous experience of working within a school • Understanding of school administration systems
Work related Personal Requirements	• Good organisational skills. • Ability to work well as part of a team. • Excellent interpersonal skills • Ability to effectively communicate to other members of the team • Ability to remain calm and confident at all times. • Honesty, integrity and reliability to ensure strict confidentiality • Ability to use initiative	

Other Work Requirements	• Flexible approach to work • The ability to meet deadlines • Professional, presentable appearance	
Safeguarding	• As a support member of staff, you are required to have an understanding of safeguarding principles. This includes recognising signs of abuse or neglect, knowing how to report concerns, and understanding the importance of maintaining a safe and secure environment for all students. You will receive training to ensure you are aware of the school's safeguarding policies and procedures.	