

# Job Description

Job title	<b>Receptionist</b>	Contract	<b>Permanent</b>
Department	<b>Administration Team</b>	Reports to	<b>Office Manager</b>

## Our mission

We will inspire our family of schools to provide opportunities for our pupils, staff and leaders to be the best they can be: to create a passion for lifelong learning; to enable our pupils to become confident, kind and impactful world citizens.

## Your role

As a Receptionist you will be a member of the school support staff and will be one of a team responsible for making sure that the efficient and effective organisation and administration of school processes, procedures and policies delivers the best possible service to all stakeholders. You will be a point of contact and will, therefore, be expected to demonstrate exemplary customer service to both internal and external customers.

## Person specification

Experience of reception work/school office work	Essential
Educated to NVQ level 2 or equivalent	Essential
General understanding of the operation of a school and understand the role of others working in and with the school and possess the ability to work effectively with other adults in the school	Essential
Good reading and writing skills, ability to complete basic forms and the ability to count and undertake basic calculations	Essential
Ability to use photocopier and word processor	Essential
Basic understanding of the learning experience provided by the school, and the way in which children develop	Essential
Ability to exchange routine verbal information clearly with children and adults	Essential
Ability to negotiate effectively to achieve the best outcomes	Essential
Ability to manage difficult or controversial exchanges	Essential
Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults	Essential

## Accountabilities

Strategy	<ul style="list-style-type: none"> <li>■ Support the ELAT vision, mission and values.</li> <li>■ Contribute to the trust's mission of continuous improvement.</li> <li>■ Contribute to the communications strategy.</li> </ul>
Planning and delivery	<p><b>Reception:</b></p> <ul style="list-style-type: none"> <li>■ To be the first point of contact for both telephone and face-to-face enquiries and to take accurate messages where appropriate</li> <li>■ Ensure that any voicemail messages are listened to and dealt with appropriately</li> <li>■ Assisting parents with problems/issues where appropriate</li> <li>■ To ensure school security arrangements are always complied with, including the issue of visitor badges, management of the visitors' book, and completing the relevant paperwork required by HR for DBS's</li> <li>■ To accept and sign for deliveries as appropriate</li> <li>■ Welcome visitors to the school and provide immediate refreshment if required.</li> <li>■ Calls to parents/carers as required</li> <li>■ To be responsible for the sorting and distributing of incoming post and the sending of outgoing post and crediting of the franking machine</li> <li>■ Organise Student Ambassadors on a daily basis, ensuring all messages and items are delivered to students and staff as required</li> <li>■ To be a Lead First Aider and administer First Aid as required</li> <li>■ Update and maintain the medical/signing out sheet for students</li> <li>■ Assist with the booking in of those students that arrive late to school</li> <li>■ Check and monitor daily the Office email inbox</li> <li>■ To be responsible for the running of the Jack Petchey Award Scheme</li> </ul> <p><b>Welfare:</b></p> <ul style="list-style-type: none"> <li>■ To liaise with parents regarding students' sickness/injury</li> <li>■ To undertake appropriate First Aid training course</li> <li>■ To ensure medical/medication lists are up to date</li> <li>■ To assist with visits from nurse and vaccination team.</li> <li>■ To assist with the general welfare of students</li> <li>■ To assist with the arrangements of student immunisations</li> <li>■ To liaise with the school nurse regarding Health Care Plans</li> <li>■ First day absence calling when required</li> </ul> <p><b>Clerical:</b></p> <ul style="list-style-type: none"> <li>■ To undertake typing and word processing as required</li> <li>■ To undertake filing, photocopying and reprographic work as required</li> <li>■ To provide general clerical support as required</li> </ul>

	<ul style="list-style-type: none"> <li>■ Accessing information on the SIMS system for telephone numbers and contact details</li> </ul> <p><b>General:</b></p> <ul style="list-style-type: none"> <li>■ To be committed to safeguarding and promoting the welfare of children and young people</li> <li>■ Understand and implement the school's behaviour management policy</li> <li>■ Understand and support the differences in children and adults and respond appropriately</li> <li>■ Understand the importance of physical and emotional wellbeing</li> <li>■ Seek support to overcome communication barriers with children and adults</li> </ul>
People Management / Organisational Development	<ul style="list-style-type: none"> <li>■ To take part in the Trust's performance management system.</li> <li>■ To complete school-based induction and any training required to improve performance. To maintain the required level of continued professional development for the role.</li> <li>■ To work in accordance with the values of the school, particularly with regard to promoting positive attitudes towards tolerance and respect for other people.</li> <li>■ To work in accordance with school policies and procedures.</li> </ul>
Information Management and Reporting	<ul style="list-style-type: none"> <li>■ Understand and implement child protection procedures.</li> <li>■ Ensure all duties and service provided are in accordance with the school's Equal Opportunities policy.</li> <li>■ To provide timely and accurate information.</li> </ul>
Data Protection	<ul style="list-style-type: none"> <li>■ All staff have a responsibility under the 2018 (GDPR) Data Protection Act to ensure that their activities comply with the Data Protection Principles. Staff should not disclose personal data outside the Trust's procedures, or use personal data held on others for their own purposes.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>■ Hold responsibility to avoid action that could threaten the health or safety of themselves, other employees, customers or members of the public.</li> </ul>
Good Citizenship	<ul style="list-style-type: none"> <li>■ Hold personal accountability in ensuring continual focus on enhancing the staff and pupil experience through actions, words and behaviour. Our pupils are the most important members of our institution and must be treated as such.</li> </ul>

Key Stakeholders	Pupils, Staff, Academy SLT, Trust SLT, Trust Board, LGC Members, Parents, guardians and members of the interested public, relevant authority bodies.
Trust Values	Passion, Respect, Inclusion, Challenge, Openness