

Job Description

Job title	Receptionist (Secondary)
Grade/Salary	Grade 3 (Scale Point 3 – 4)
Reporting to	School Support Manager

Job Purpose

- To provide an efficient and professional reception, Student Services, Reprographics and communications service to all internal/external individuals;
- To provide general administration and basic data input support to the school as required.

Key Responsibilities and Accountabilities

The post holder will:

- Provide a professional, efficient and effective reception service for the school; this includes but is not restricted to ensuring that all visitors are appropriately registered on the school visitor management system, escorted where required, and display a visitor id badge;
- As part of the reception service deal with School Shop transactions, confiscated items, meeting room bookings, lost property, items dropped off by parents/carers;
- Ensure that all late students and those signing out before the end of the school day register on the school visitor management system;
- Assist in maintaining record and information systems as directed;
- Produce lists/information/data as directed;
- Sort and distribute incoming mail;
- Provide photocopying, filing and document distribution support as required;
- Assist in the maintenance of school record and information systems as required;
- Assist with student first aid / welfare duties, looking after sick students, maintaining the Accident Book and liaising with parents/carers and staff etc.;
- Assist in the communication, organisation and administration of any school activities/events, such as educational visits and before/after school clubs and activities;
- Assist with arrangements for visits by other external providers as required;
- Advise the Director of Finance and Estates if fraudulent activities are suspected or uncovered.

Relevant working conditions

- This is a predominately desk based post.

Responsibilities for people (line management)

- None

Responsibilities for Resources

- Effective use of materials and resources;
- Safeguard the security of cash through diligent adherence to cash handling procedures.

Responsibilities for Budgets

- None

Performance Management and Review

- Objectives and professional development plans will be balanced between the Trust, personal and school-focused objectives and will be formally agreed with your line-manager at the start of the review period. Ongoing support and monitoring will be provided through regular 1:1s, peer support, and external mentoring or CPD where required;
- The annual appraisal process will be used to assess performance against agreed objectives and professional development plans in accordance with the Trust Performance Management Policy.

Core responsibilities and duties

All postholders are required to:

- Ensure that you understand and comply with the Trust Health and Safety Policy by following the relevant procedures that are in place actively contributing to the fire evacuation process;
- Read, uphold and promote the safety and well-being of students as set out in the Trust safeguarding procedures;
- Promote high standards of personal professional conduct in accordance with the Trust Employee Code of Conduct;
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, data protection and confidentiality, reporting all concerns to an appropriate person;
- Be aware of and support difference and ensure equal opportunities for all;
- Contribute to the overall vision and values of the Trust;
- Appreciate and support the role of other professionals;
- Work effectively as part of team;
- Attend relevant meetings, as required;
- Participate in training and other learning activities and performance development as required;
- Treat all users of the school with courtesy and consideration;
- Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities for all;
- Be proactive in seeking appropriate advice and guidance where required;
- Flexible and willing to work between different sites as required.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Person Specification

No.	Categories	Essential or Desirable	App Form	Interview or Task
Qualifications				
1.	Level 2 Numeracy/Literacy qualifications or equivalent qualification;	E	✓	
2.	Qualifications in Business Administration or Secretarial Skills (Level 2 or 3);	D	✓	
3.	Understanding of Safeguarding and Child Protection issues;	D	✓	✓
Experience				
4.	Experience of basic technology, PC, internet, MS Office packages;	E	✓	✓
5.	Experience of working in an administrative role (paid or unpaid);	E	✓	✓
6.	Experience of working in a school environment;	D	✓	✓
7.	Front of house/reception services experience;	E	✓	✓
8.	Customer service experience and the principles of good customer service;	E	✓	✓
9.	Experience of dealing with difficult situations;	D	✓	✓
Abilities, Skills and Knowledge				
10.	Work as an effective team member and apply directions/instructions;	E	✓	✓
11.	Able to apply written and verbal instructions;	E	✓	✓
12.	Able to prioritise tasks and proactively manage conflicting deadlines;	E	✓	✓
13.	Able to communicate effectively with a range of people (adults and children);	E	✓	✓
14.	Able to use initiative, with some guidance and support from the line manager;	E	✓	✓
15.	High personal standards;	E	✓	✓
16.	Able to seek support, when required;	E	✓	✓
17.	An excellent record of attendance and punctuality;	E	✓	✓
18.	Reliability, integrity and stamina;	E	✓	✓
19.	Respect confidentiality;	E	✓	✓
20.	Commitment to personal development and learning.	D	✓	✓