



# Job Description

**Job Title:** Receptionist (Maternity Cover)

**Grade:** LCC Grade 5

**Hours:** Working 21 hours per week, term time only

**Responsible To:** School Manager, Headteacher

**Job Purpose:** A new and exciting opportunity to work with an outstanding office team to provide friendly, efficient and effective reception and administrative services to the school.

## MAIN DUTIES AND RESPONSIBILITIES:

1. To act as the first point of contact for visitors to the school or on the phone. To deal with any enquiries and pass on information to the relevant staff member in a professional and timely manner. To screen calls for the School Manager and other senior staff.
2. To receive visitors to the school, ensuring their ID is checked and they are signed in and directed to the appropriate area of the school.
3. To answer general enquiries from parents and other agencies ensuring confidentiality and professionalism at all times.
4. Ensure reception area, conference facilities and reprographic room are kept tidy at all times. Assist with the setting up of courses/conferences/refreshments, including the duplication of documentation when required.
4. Input attendance data on a timely basis and follow up missing pupils either via class or by phoning home to parents. To sign in/out pupils who arrive or leave during the school day and record their reason for this.
5. Update the school diary and manage rooms to make best use of the facilities.
6. Update the daily dinner register and pass details to the kitchen.
7. Help with managing delivery or collection of specialised pupil equipment with our suppliers under instruction from class teams, physio etc.
8. Sign for deliveries and apply suitable postage to outgoing letters/documents.
9. To carry out regular administrative duties such as distributing flyers, letters to parents and standard forms via classes or directly home to parents or using the school text/email system.
10. Issue ipads and laptops to classes during the day.
11. To maintain pupil filing system, photocopying, faxing, binding and laminating.

**SPECIAL FACTORS:**

**Subject to the duration of the need, the special conditions given below apply:**

- (a) The postholder may be required to attend, from time to time, training courses or other meetings as required by his/her own training needs and the needs of the service.
- (c) This post is subject to a check being carried out at an Enhanced level by the Disclosure Barring Service regarding any previous criminal record.

**This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.**

**I confirm acceptance of the post offered to me and the responsibilities outlined in the above Job Description.**

**Signed: ..... Date: .....**



## Receptionist

# Person Specification

	Essential	Desirable	How assessed
<b><u>Qualifications</u></b>			
GCSE Grade C or equivalent in literacy	✓		App/Doc
Proficient in using Microsoft Word and Office 365	✓		App/test
<b><u>Experience</u></b>			
Has relevant experience of working within a busy customer service environment.	✓		App
Use of ICT applications relevant to the post, i.e. Word, Publisher, Office 365	✓		App/test

<b><u>Knowledge</u></b>			
Understanding of the importance of confidentiality and an appreciation of the implications of the Data Protection Act.	✓		
Understanding of the context in which schools are operating, in particular, safeguarding children.		✓	
An understanding of Health and Safety issues relevant to the post.		✓	
<b><u>Skills/Attributes</u></b>			
To be able to communicate effectively and handle all situations in a professional, sensitive and diplomatic manner.	✓		
Word processing and ICT skills – able to use a range of database and software packages.	✓		
Literate – excellent standard of grammar, punctuation and spelling.	✓		
Excellent interpersonal skills – able to deal with a variety of people, including pupils, sensitively and empathetically	✓		

Diary management (electronic and paper).	✓		
Able to make judgements about processing calls and correspondence (e.g. filtering, passing on to other staff, etc).	✓		
Good communication skills – both oral and written.	✓		
Good time management skills – be able to prioritise work.	✓		
Able to keep calm in difficult situations.	✓		
Able to operate effectively as a member of a team.	✓		
Positive attitude and a sense of humour	✓		
A strong understanding and awareness of the importance of safeguarding children in relation to staff, parents, other children and to all visitors to the school.	✓		
<b><u>General Circumstances</u></b>			
Attendance - evidence of regular attendance at work.	✓		App/Ref/ Med
An understanding of, and commitment to, Equal Opportunities, and the ability to apply this to strategic work and day-to-day situations.	✓		App/Int
<b><u>Factors not already covered</u></b>			
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Disability Discrimination Act 1995.	✓		Med

**App = Application Form**

**Test = Test**

**Int = Interview**

**Med = Medical Questionnaire**

**Doc = Documentary Evidence (E.g., Certificates)**