



## Job Description

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.

<b>Job Title:</b>	Receptionist
<b>Reporting Line:</b>	Office Manager
<b>Role Overview</b>	<p>To be the first point of contact for visitors and callers to the School, ensuring a positive, welcoming impression to all, offering assistance and information when required. The Receptionist will have excellent inter-personal skills, work calmly under pressure and have a professional appearance. The role involves substantial contact with staff and pupils within the School. The role is 25 hours per week, Monday to Friday, term time only (plus requirement to work staff inset days and 15 days over school holidays).</p>
<b>Main Duties and Responsibilities:</b>	<ol style="list-style-type: none"><li>1. To oversee the Reception area, ensuring an attractive, welcoming impression is achieved.</li><li>2. To welcome and receive visitors to the School, managing the signing in and out process and contacting staff to escort visitors to their destination, as appropriate.</li><li>3. To operate the School's telephone switchboard to receive, acknowledge and transfer calls, taking and transmitting telephone messages as required.</li><li>4. To manage the signing in and out process for pupils who arrive/depart at times other than at the normal start and end times of the School day, particularly Sixth Form pupils.</li><li>5. To provide a point of contact for pupils, staff and visitors, dealing with and resolving any enquiries.</li><li>6. To sort through the daily incoming post, delivering to the staff room during the handover at the start of the shift, and franking outgoing post in a timely manner ready for collection at the end of the day.</li><li>7. To work closely with the Marketing Officer, to obtain information from staff about forthcoming events to be included in the weekly communications email to parents.</li><li>8. To manage the 'office' email account ensuring that emails are forwarded to the relevant staff as appropriate in a timely manner.</li><li>9. To provide support with first aid when the School Nurse is not available. First aid training will be provided.</li><li>10. To undertake other clerical and administrative duties to support the School Office, Attendance Officer, Finance team and the Senior Leadership Team, as and when required.</li></ol>

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|  | <ol style="list-style-type: none"><li>11. To identify and implement improvements to the ways of working in the role as Receptionist, where appropriate, and in consultation with the Office Manager.</li><li>12. To liaise with the Late Room Supervisors to ensure the collection of pupils at the end of the day is managed safely and efficiently.</li><li>13. On the afternoon shift, to check that the late buses arrive and make sure all girls waiting for them board and depart quickly. Helping any pupils who miss buses either after school at 4.00pm or at 5.15pm to make suitable arrangements for getting home. Taking proactive action when buses are late by contacting bus companies and keeping girls informed.</li><li>14. To ensure effective working relationships are built with the other Receptionists, effective handovers take place and that Reception is staffed during after school activities. Some degree of flexibility is required to cover colleagues' absences and occasional evening, weekend and outside term time events.</li></ol> |
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<b>Person Specification</b>			
	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE or equivalent in Maths and English.</li> </ul>	<ul style="list-style-type: none"> <li>First aid qualification</li> </ul>	<ul style="list-style-type: none"> <li>Production of the Applicant's original certificates</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven track record of working on Reception.</li> <li>Fully proficient in the use of Microsoft Office packages.</li> <li>Flexible in approach, going the extra mile to get the job done and achieve a deadline.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of databases</li> <li>Experience in an educational environment</li> </ul>	<ul style="list-style-type: none"> <li>Contents of the application form and evidence of experience</li> <li>Interview</li> <li>Professional references</li> <li>Test</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>Good command of English both spoken and written.</li> <li>Excellent organisational and time management skills. Excellent attention to detail and accuracy.</li> <li>Excellent communication skills, both confident and articulate in conveying a message.</li> <li>Good telephone manner in dealing with a range of callers.</li> <li>Excellent relationship builder, a warm and enthusiastic manner, building credibility and rapport at all levels, both in and outside of the school.</li> <li>A good understanding of safeguarding requirements within a school setting and how this impacts the School Receptionist role.</li> </ul>		<ul style="list-style-type: none"> <li>Contents of the application form</li> <li>Interview</li> <li>Professional references</li> <li>Test</li> </ul>

<p><b>Personal competencies and qualities</b></p>	<ul style="list-style-type: none"> <li>• Open-minded approach to adopting new systems to increase efficiency within the role.</li> <li>• Commitment to the ethos of the school and wider activities.</li> <li>• Trustworthy and shows integrity.</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</li> <li>• Assertive in manner, but effective in approach.</li> <li>• Professional appearance in creating a good first impression of the School.</li> </ul>	<ul style="list-style-type: none"> <li>• A warm, friendly and patient manner.</li> <li>• Sense of humour.</li> </ul>	<ul style="list-style-type: none"> <li>• Contents of the application form</li> <li>• Interview</li> <li>• Professional references</li> <li>• Test</li> </ul>
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