

## **Watford Grammar School for Boys**

### **Job Description – Receptionist**

**Job Purpose:** To play a key role in receiving public visitors, parents and pupils, ensuring they gain a positive impression of the school either on arrival or over the 'phone.

**Objectives:**

- To manage incoming enquiries in an efficient, helpful and friendly manner
- To act as the first point of contact with visitors to the school
- To prevent students leaving the site without permission
- To act with discretion at all times
- To assist in the efficient administration of the school

#### **Specific Duties and Responsibilities**

To manage the reception area ensuring that a positive impression of the school is gained by all visitors.

To be responsible for visitors' welfare.

To manage the visitors signing-in service.

To be the principal operator of the telephone system and to be responsible for managing telecommunications including incoming calls and messages.

To manage the postal system.

To ensure students have approval for leaving the school site.

#### **Primary duties**

To answer all incoming calls, both internal and external, redirecting/taking messages as necessary, and acting on instructions received.

To relay messages to staff and pupils in a timely and efficient fashion.

To receive deliveries and distribute all incoming post.

To send InTouch messages to parents.

To record and post all outgoing mail, purchasing new stocks of stamps or arrange for the franking machine to be topped up when required.

To receive all visitors and ensure they sign in and out in accordance with the school's safeguarding procedures.

To deal with general day to day queries from staff, pupils and parents.

#### **Secondary duties**

To provide administrative and medical support as requested.

To undertake photocopying, filing and general office duties.

The duties of this post may vary from time to time, as required by the Head, without changing the general character of the role or the responsibilities entailed.

#### **Personal Specification**

Experience in the use of ICT.

Good general education.

Ability to work in a team.

Understanding the needs of children.

Compliant with safeguarding responsibilities.