



Job description: Receptionist

Location	Meadow Park Academy
Contract term	Permanent
Full time/term time	Full time – 37 hours per week, term time only
Pay range	NJC SCP3 to NJC SCP7 pro rata
Reporting to	Office Manager

Job purpose

- To provide a welcoming, efficient, and professional reception service for the academy.
- To provide a first point of contact for families and visitors to the school and on the phone.
- To answer incoming communications via phone calls, face to face enquires and emails, always providing an excellent standard of customer service to families, pupils, staff and visitors.
- To promote the academy's vision, values, and culture through clear, timely and accurate communication of information between internal and external stakeholders: in person, online and on the telephone.
- To work flexibly, in collaboration with colleagues, to provide a range of administrative services in support of staff and students to enable teachers to maximise their time focused on teaching and learning.

Main duties and responsibilities

Reception

- To welcome families, staff, students and other visitors to the school courteously.
- To ensure that enquires by person, by phone or by email are dealt with promptly and efficiently.
- Receive daily calls in person or on the telephone in a pleasant and professional manner ensuring they are attended to or referred to the appropriate person efficiently; to deal with a variety of calls with tact, sensitivity, and confidentiality when appropriate, providing support and advice to parent/carers; relaying accurate messages to relevant colleagues.
- Ensure that all visitors to the school are authorised and provided with security badges. Ensure all visitors to the school are signed in on arrival and out when leaving the school.
- Monitoring and managing access to the school site, via intercom.
- Dealing with incoming and outgoing emails quickly and efficiently according to pre-determined guidelines and deadlines.
- Open and distribute incoming mail, following up where required and ensuring an accurate and timely response.
- Regularly monitoring the school email account and act upon or forward as necessary.



- Regularly monitoring the school answerphone, relaying messages to the appropriate person and ensure the recorded outgoing message is updated as appropriate.
- Dealing with potentially challenging situations with tact and sensitivity, relaying accurate messages, liaising with appropriate members of staff when needed.
- Keep a record of the children arriving late or leaving early, ensuring registers can be updated.

Office duties

- Carry out filing of student and staff paperwork, ensuring strict confidentiality.
- Producing documents, reports, and materials, for a range of purposes, using the Microsoft Office suite of applications.
- Interacting with various computer systems to update information, find answers to questions and run reports.
- Recording and tracking staff and pupil information, keeping accurate records.
- Assisting with the administrative organisation for specific student and staff events (for example, student vaccinations, photographs, induction etc.).
- Overseeing the booking of meeting rooms, conference rooms and other shared school spaces.
- Reprographic duties as required.
- Hospitality requests as required.
- Supporting with the management of stock and resources.
- Maintaining a clutter free, clean, and welcoming environment, at all times, in the reception area.
- Administering first aid to students and staff as qualifications allow – including contacting parent/carers, under instruction when required.
- Distribute information to parents in all forms of appropriate media, i.e., letters, emails etc.
- Produce documents and letters, some of which will be of a confidential nature, as required.
- Ensure that all information/data that is held and processed by the school is managed in accordance with Trust policies and data protection requirements, and that confidentiality and security are always maintained.
- Ensure 'first day' response daily to parents/carers of children who are absent from school, reporting concerns to relevant staff.
- To co-ordinate pupil absence requests and obtain correct reason/code.

Other Responsibilities

- Work closely with Anthem National Team staff as required.
- Be flexible to ensure the operational needs of the Academy are met.
- Attend and contribute to relevant meetings as required.
- Be responsive to, and confident to give, open, constructive, and honest feedback.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Demonstrate commitment to and actively promote all school and Trust policies and procedures.



- Demonstrate a willingness to operate and contribute within the ethos of the school and to demonstrate the wider values of Anthem.
- Appreciate and support the role of other professionals
- 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 support equal opportunities for all
- Comply with health and safety policies and procedures at all times and undertake risk assessments as appropriate.
- Promote and ensure the health and safety of pupils, staff & visitor (in accordance with appropriate health & safety legislation) at all times.
- To show a record of excellent attendance and punctuality.
- To adhere to the Academy's Dress Code & Staff Code of Conduct.
- Undertake supervision duties as allocated, which may take place before, during and after school including break and lunchtime.
- Ensure promotion and support of Equal Opportunities in line with statutory requirements.
- Carrying out any other reasonable duty as requested by the Headteacher and Regional Operations Manager.

This job description will be supported by the school improvement plan, which may identify key distinct tasks and responsibilities for this role in the school year. These will be derived from ongoing school self-evaluation and other local/ national priorities. The Post holder's duties must be carried out in compliance with the school's policies and procedures including child protection and safeguarding procedures.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

We are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share and demonstrate this commitment. The successful candidate will have to meet the requirements of the person specification and will be subject to the relevant pre-employment checks which will, where applicable, include a health check, an enhanced DBS check, the Children's Barred List check and satisfactory references.

Person specification: Office Administrator

Qualifications and training <i>Evidenced through: Application</i>	Essential	Desirable
Excellent numeracy/literacy skills – GCSE standard in English and Maths essential	✓	
Conversant with Microsoft Office, Microsoft 365, Excel, School IT systems and databases		✓
Minimum Level 3 administration qualification or equivalent work experience		✓
Paediatric First Aid		✓

Experience/employment record <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
Experience working in a school office/admin environment or in an office environment	✓	
Experience of greeting guests/visitors and making them feel welcome in a positive and friendly manner	✓	
Proven experience of managing own workload and meeting deadlines	✓	
Experience dealing with confidential and sensitive matters	✓	
Experience of MIS system such as Bromcom, SIMs, Integris		✓
Competent in the use and application of database/management information system		✓
Demonstrate effective team working and able to develop co-operative working relationships across the school	✓	
An awareness of range of needs of people from diverse ethnic, cultural and social backgrounds	✓	
Knowledge of using IT systems and packages, in particular Microsoft Office	✓	
Ability to prioritise to ensure that deadlines are met, whilst working under pressure	✓	

Ability to carry out general administrative skills and to deal with a variety of tasks such as filing, typing, distribution of post, etc.	✓	
Ability to compose routine correspondence appropriate to intended audience as well as ability to effectively take minutes of meetings	✓	
Personal qualities <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
The ability to converse at ease with members of the public and provide advice and information in accurate spoken and written English.	✓	
Ability to prioritise workloads and have excellent time management and organisational skills	✓	
Ability to monitor, control and keep records according to the requirements of the school	✓	
Excellent interpersonal and communication skills	✓	
Ability to establish positive relationships with staff members at all levels	✓	
Able to work effectively with, and command the confidence and respect of, students, parents, teaching staff, senior managers within the school as well as with colleagues in external agencies	✓	
Approachable and empathetic	✓	
Excellent attention to detail	✓	
Ability to adapt quickly to changes in requirements	✓	
Ability to maintain strict confidentiality of information received and processed as part of the job role	✓	
Comfortable and confident in engaging with sensitive student issues	✓	
Quick to adapt and take on new initiatives	✓	
Willing to undertake further training which may be required	✓	
Understand the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion	✓	