

Job Description

Job Title	Receptionist
Grade	C
Responsible To	Principal / Headteacher
Staff Managed	None
Job Family	Administration
Job Purpose	To provide an administrative support service to the Principal and the school under the direction or instruction of the Principal's PA or other senior staff. This may include some basic finance duties and the role may involve the post holder demonstrating their own duties and providing advice and guidance to new employees and others
Job Context	Works within the busy environment of the school office and office reception providing an administrative, reprographics, budget monitoring and reception service, where excellent organisational skills are essential in order to deal with the variety of tasks that need to be undertaken.
Accountabilities / Main Responsibilities	
Operational Issues	<ul style="list-style-type: none"> ● Provision of administrative and clerical duties as required ● Hospitality for visitors ● Diary management ● Assist teaching and non-teaching staff with administration queries ● Report concerns and obtain support for any issues raised
Communications	<ul style="list-style-type: none"> ● Communicate effectively with other staff, local governing committee, visitors, contractors, students and their families/carers ● Undertake reception duties; act as first point of contact in response to telephone and face to face enquiries ● Attend staff meetings and training days by agreement with the Principal
People / Resource Management	<ul style="list-style-type: none"> ● Participate in the school's performance management scheme ● Undertake some administration of school accounts, including handling of small amounts of cash, collecting monies ● Monitor stock levels, order office materials, equipment and services and check incoming orders ● Highlight additional training and supervision needs to build on your skills and knowledge ● Participate in training and other learning activities and performance development as required
Safeguarding	<ul style="list-style-type: none"> ● Know about data protection issues in the context of your role. ● Maintain confidentiality as appropriate ● Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with, by knowing who to report concerns to. ● Have an awareness and basic knowledge where appropriate of the most recent safeguarding legislation.
Systems and Information	<ul style="list-style-type: none"> ● Maintain computerised and manual student / staff records ● Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences ● Share information appropriately – in writing, by telephone, electronically and in person
Data Protection	<ul style="list-style-type: none"> ● To comply with the Trusts policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.

Health and Safety	<ul style="list-style-type: none"> • Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • To work with colleagues and others to maintain health, safety and welfare within the working environment.
Equalities	<ul style="list-style-type: none"> • We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Ensure services are delivered in accordance with the aims of the Equal Opportunities Policy Statement. • Develop own understanding of equality issues.
Flexibility	<ul style="list-style-type: none"> • Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. • Reasonable additional duties commensurate with the grading of the job role may be requested from your line manager. • Permanent & significant changes would be subject to consultation. All staff are required to comply with Policies and Procedures
Customer Service	<ul style="list-style-type: none"> • The Trust requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. • The Trust requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values. • Understand your own role and its limits, and the importance of providing care or support.

Person Specification

Job Title	Receptionist	
Grade	C	
Responsible To	None	
Staff Managed	Principal/Headteacher	
Job Family	Administration	
Essential		Desirable (if not attained, development may be provided for successful candidate)
Knowledge		
<ul style="list-style-type: none"> Knowledge of administration and office systems 		
Experience		
<ul style="list-style-type: none"> Clerical or administrative experience Experience of working with Microsoft Office 		<ul style="list-style-type: none"> Cash handling experience
Occupational Skills		
<ul style="list-style-type: none"> Computer literate Good interpersonal and communication skills Good numeracy and literacy skills Judgemental skills Ability to work to deadlines Attention to detail, neatness and accuracy Organisational skills Ability to work successfully in a team Confidentiality 		
Qualifications		
<ul style="list-style-type: none"> Literacy & numeracy qualification e.g. Level 2 qualification or equivalent 		<ul style="list-style-type: none"> CLAIT Plus, ECDL or Level 2 Word Processing Appropriate first aid training (<i>dependant on the school's needs</i>)
Other Requirements		
<ul style="list-style-type: none"> Enhanced DBS clearance required To be committed to Continual Professional Development Motivation to work with children and young people Ability to form and maintain appropriate relationships and personal boundaries with children and young people 		