

The Swindon Academy

Job Description



Swindon Academy
The best in everyone™
Part of United Learning

Post Title:	Evening Receptionist
Purpose:	To provide an outstanding front of house and customer service to all stakeholders of the Academy whilst ensuring the safety of all staff and students by complying with safeguarding and health and safety requirements. Completion of administrative duties throughout the Academy including external lettings support and assisting with any other administration tasks as required.
Reporting to:	Reception Manager
Line management:	N/A
Liaising with:	Contractors, staff, parents, students, external agencies and stakeholders.
Hours	Receptionist – 15 hours a week, Monday to Friday, being 3 hours per evening, 4:30pm to 7:30pm, term time only

MAIN (CORE) DUTIES

Reception	1. A full range of customer service on reception including answering the switchboard, taking and receiving messages; receiving visitors and associated tasks; assisting pupils, staff, parent and members of the community with general queries. 2. Ensure that all visitors to the Academy are met professionally, promptly & politely and that their queries are answered in a professional manner. 3. Ensure that organisations using the Academy for evening lets are directed to the correct areas. 4. Direct evening letting enquiries to online booking system. 5. Forwarding queries to relevant staff member if unable to resolve on reception. 6. Booking meeting rooms and preparing rooms for meetings 7. Ensuring all visitors, contractors, staff and pupils are signed in and out in the appropriate register to maintain school security and in the event of fire. 8. Issuing and collecting visitors and supply staff badges ensuring visitors know who the site Child Protection Officer is. 9. Ensuring all visitors are issued with fire evacuation instructions and are informed whether we are expecting a fire alarm test. 10. Ensuring role of reception as stipulated in Swindon Academy Fire Policy is affected in event of building evacuation. 11. Liaising with Beech Avenue Secondary and Alton Close and Nova as appropriate. 12. Sending and receiving telephone messages and emails. 13. Maintaining staff extension details on the switchboard and maintaining and distributing a list of staff extensions. 14. Making taxi and meeting room reservations as required. 15. Ensure that any identified personal training needs are discussed with your line manager.
Administration	1. Ensure that reception always looks well-presented and tidy. 2. To dress in a professional manner. 3. Organise for deliveries to be delivered to correct location as necessary. 4. Undertaking any other tasks that are requested by, according to the post holder's qualifications and experience, within the grade of the post. 5. Assisting with mailings, including envelope content co-ordination.

	6. Dealing with all outgoing post/franking etc. 7. Photocopy documents as necessary. 8. Any other wider Administration support where required. 9. Ensure inappropriate gatherings are deterred from congregating in the reception area/outside the reception main doors.
Other Specific Duties • To play a full part in the life of the Academy community, to support its distinctive mission and ethos and to encourage staff and students to follow this example • To promote actively the Academy's policies • To continue personal professional development • To comply with the Academy's Health and Safety Policy and undertake risk assessments as appropriate • To comply with the Academy's procedures concerning safeguarding and to ensure that training is accessed. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to maintain a standard of dress conducive to their position as professionals and in setting an example to students. In accordance with the provisions of the Health & Safety at Work Act 1974, take reasonable care for the Health & Safety of yourself and of other persons who may be affected by your acts or omissions at work and co-operate with the Academy so far as is necessary to enable it to perform or comply with its duties under any statutory Health & Safety provision. This job description is not necessarily a comprehensive definition. It will be reviewed periodically and when appropriate to reflect or anticipate changes in the job commensurate with the grade and job title. It may be subject to change or modification at any time after consultation considering the circumstances of the Academies and their implications.	

Name: Kelly Gardner

Sign: 

Date: 5/12/2025.