

Receptionist – Job Description

Band/ Scale: Band 2, Scale points 3 - 5

Hours of Work: 37 hours per week, Term Time Only

Core purpose

This postholder will ensure that:

- An efficient and effective visitor reception service is delivered.
- The provision of a polite and courteous switchboard service is maintained.
- Incoming and outgoing mail is dealt with promptly.

Duties, Responsibilities and Key Tasks:

Pastoral Team Admin Support

- Provide an efficient and friendly service for visitors, ensuring the reception area is kept tidy
- Follow academy visitor guidelines to ensure that visitors are appropriately identified as supervised or unsupervised depending on whether the academy has appropriate DBS/ID documentation for them. Raise any concerns which arise in this area to SLT.
- Maintain quality, informative displays in reception, including ensuring statutory notices are displayed at all times.
- Be the first response for calls into the school, forwarding calls / taking messages appropriately
- Sorting and distribution of incoming mail/parcels.
- Recording, franking and posting outgoing mail/parcels including the recording of postage expenditure.
- Receiving and distributing appropriately electronic communications to the school office
- Use Arbor in order to access contact information to staff, students and agencies where appropriate.
- Manage meeting rooms for the bookings for meetings
- Be part of the First Aid team in school delivering First Aid as required.
- Be aware of GDPR legislation ensuring confidentiality of records, including all files and information received into school
- Work cooperatively as part of the support staff team, covering absence, vacancies and supporting colleagues at times of heavy workload

Other Duties

- Be a positive influence on the climate and culture of the Academy and show a positive example at all times.
- Support the catholic ethos of the Academy
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, copyright etc reporting all concerns to line manager
- Contribute to the overall Mission of the Academy.
- Appreciate and support the role of other professionals.



- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise and use these to advise and support others.

The Our Lady of Lourdes Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.

Person Specification

Requirements	Essential	Desirable	Demonstrated By
Qualifications & Training	Good all round education to GCSE/O Level standard MS Office – Word, Excel etc First Aid qualification, or willingness to complete course		A; I
Experience	1 year admin work	Switchboard operation Reception Previously worked in a school	A; I
Skills	Good organisational skills Team work Flexibility/adaptability Good communication skills Commitment to customer service		A;T
Knowledge		Knowledge of school administration systems Knowledge of Safeguarding procedures in schools	A;I
Management		Able to manage own workload Ability to prioritise	I
Aptitude and Personal qualities	Confidentiality awareness Reliable Friendly and approachable Professional Manner Helpful Able to relate well to staff, students, parents and visitors Commitment to the school's equal opportunity policies Awareness of the needs of the school in a multi-cultural environment		I

A: Application Form I: Interview R: References T: Task