



## **JOB DESCRIPTION**

<b>Job Title:</b>	Receptionist
<b>Salary:</b>	H4 6-9
<b>Hours of work:</b>	37 hours per week: term time only + INSET days + 1 week in the summer holidays
<b>Responsible to:</b>	Operations Manager

### **Core Accountabilities:**

To be responsible for the day-to-day management of the School Reception.

### **Main areas of responsibility:**

#### ***Manage reception***

- Keep the reception area professional and tidy
- Receive visitors to the school
- Receive deliveries to the school
- Sort & distribute post and deliveries ensuring that they reach their final destination in a timely manner
- Answer/direct calls and e-mails
- Assist staff and pupils to ensure the smooth running of the school day
- Contact and liaise with parents when required
- Monitor and act on Missing Student emails, escalating when necessary on call
- Restock staffroom drink supplies
- Liaise with staff to ensure smooth running of the school (premises, lets, exams, parents & info evenings)
- Responsible for Lost Property and managing the hall and meeting room bookings
- Any other duties as requested by School Business Manager/ Headteacher

#### ***Lettings***

- To manage lettings and lettings schedule.
- To update the School calendar with lettings.
- To source new lettings where there is availability.

- To renew contracts on an annual basis and ensure that all relevant paperwork is in place.
- Provide details to Finance to enable Finance to invoice lettings.

### **Other (holidays)**

- Update staff pigeon holes

### **General responsibilities common to all staff:**

- To carry out duties as may be required from time to time commensurate with the overall responsibility of the post
- To comply and actively promote school policies, including Behaviour for Learning, Safeguarding, Equal Opportunities and Health and Safety.
- To promote positive student conduct
- To deal with all personal enquiries efficiently, sensitively and effectively, in a way that promotes a positive image of the school and maintains confidentiality.
- To participate in the School's performance management process
- To be smartly dressed, establish a business-like environment and promote excellent relationships and a positive ethos when communicating with students, staff, parents and external contacts.
- To undertake training and development relevant to the post

### **Qualifications**

- Educated to A level standard (D)

### **Knowledge of**

- Excel and Word
- Google Classroom

### **General Knowledge, Skills and Personal Qualities**

- The ability to work in a team, to be flexible to the needs of the school (E)
- Excellent attention to detail and the ability to work accurately even when under pressure (E)
- Ability to be proactive, work as part of a team, to work independently and to think laterally and creatively (E)
- Willingness to adapt to changing needs and circumstances (E)
- Strong written and oral communication skills and the confidence to work effectively with staff, students and parents (E)
- Excellent organisational and administrative skills including the ability to work to deadlines and the flexibility to take on new tasks as they arise (E)
- Commitment to staff welfare, including being understanding, supportive and able to maintain confidentiality (E)
- Commitment to equal opportunities and the equal value of all members of the school community (E)
- Experience of working in a school environment (D)

D = Desirable E = Essential

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

