

JOB DESCRIPTION

Job Title:	Business Support Assistant – Reception
Responsible to:	Office Manager
Grade:	Scale 3, Points 5-6 (£26,857-£27,240) actual salary
Terms of Contract:	35 hours per week Monday–Friday 39 weeks (Term time only)

Main Purpose of Job

To provide a warm courteous welcome for all visitors and guests. To assist the Office Manager, by providing admin duties as required including photocopying. To undertake reception, hospitality and first aid. The Receptionist is the first point of contact for all staff seeking assistance.

To **lead and manage** specific designated areas of special responsibility under the guidance of the Office Manager. The current range of specific responsibilities is listed below.

1. Reception and Hospitality
2. Managing the schools texting/emailing service
3. First Aid
4. Selling School Uniform and Bat & Ball
5. School Travel and Free School Meals
6. School Postal Services
7. Updating School Calendars
8. Maintaining the Inventory System
9. Admin Adhoc Duties

GENERAL RESPONSIBILITIES

1. To provide a warm, efficient and welcoming front line, including hospitality, for visitors and callers.
2. To greet visitors, sign in and out as necessary and issue identity badges so that they can be clearly identified whilst in school, in line with school safeguarding policies and procedures.
3. To greet supply teachers and follow procedures for signing in including signing off time sheets. To issue cover sheets and direct them to where they need to go.
4. To ensure that the Reception area is manned at all times to securely monitor the security of the building from outside persons via the main doors.
5. To maintain the Inventory signing in system to ensure it is functional at all times and contacting the company for any maintenance issues.
6. To answer incoming telephone calls to the school switchboard, ensuring that calls are answered promptly, courteously and that they are either transferred to the appropriate member of staff or details of the call are emailed.
7. To retrieve voicemail messages from the school switchboard first thing in the morning and throughout the day and action as necessary
8. To process Free School Meals manually and electronically.
9. To deal with incoming and outgoing post - opening, and distributing mail. Collating and franking the outgoing post daily and ensuring the machine is maintained and funded appropriately and ensuring any issues are brought to the attention of the Office Manager and then logged via Royal Mail via email/call to address.
10. To request student files and ensure updated on system.
11. To sell school uniform items to parents and students, issue receipts and complete records of sale.
12. To sell bat and ball items to students, issue receipts and complete records of sale.
13. To send whole school texts and emails as directed by the Office Manager.
14. To maintain and update the bisleys in Reception ensuring all documents are current and inform Office Manager when they require updating.
15. Respond to questions from staff, verbally, by phone and email, log and action.
16. To keep the office and reception area presentable, tidy and in order.
17. To administer First Aid (must be trained first aider, or willing to undertake training) and assist students who are unwell in school, including contacting parents or carers when a student needs to be sent home.
18. To undertake general office typing and admin duties as required.
19. Responsible for returning named property to students at the end of each term and arranging collections with local charities when directed by line manager.
20. To promote positively the image of the school at all times.
21. To adhere to the school's safeguarding and equal opportunities policy.
22. Attend team meetings and training sessions as required.
23. As directed by the Office Manager to cover or support the work of other members of the BSU in case of absence or work-flow pressure point.
24. To understand and implement all School and Council policies with particular regard for Safeguarding, Health & Safety, Equal Opportunities and Customer care, to work actively to overcome and to prevent discrimination on grounds of age, race, sex, disability.

25. To carry out such other duties as may be required from time to time to meet the needs of the service.
26. To ensure clear communication is given verbally or in writing with line manager, colleagues, visitors, students and parents.

Data Protection (where necessary please refer to Data Protection Act)

1. It is essential when working with computerised systems that you are completely aware of their responsibilities at all times under the Data protection Act 2018 for the security, accuracy, and significance of personal data held on such systems.

Equal Opportunities

1. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

Health and Safety

1. Employees are required to work in compliance with the School's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties they come into contact, such as members of the public, in premises or sites controlled by the school.
2. In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and healthy environment and including such information, training instruction and supervision as necessary to accomplish those goals.

Safeguarding

1. To have a due regard for safeguarding and promoting the welfare of children and young people and to follow all associated child protection and safeguarding policies as adopted by the school and Local Authority.

Postholder's signature.....
(Receptionist)

Date.....

Manager's signature.....

Date.....

PERSON SPECIFICATION

Essential requirements (Selection Criteria)

A. EXPERIENCE

1. Experience of working within customer service
2. Substantial experience of providing a high quality reception service
3. Experience of working in a busy office environment
4. Good communication skills
5. Experience of multi-tasking
6. Good IT skills with experience of using Microsoft and Google Drive
7. Highly motivated
8. Commitment to high standards and expectations

B. SKILLS, KNOWLEDGE AND ABILITIES

1. Excellent written and oral communication skills with the ability to communicate effectively, with tact and diplomacy to staff and the public at all levels both face to face and over the telephone.
2. Good problem solving skills; ability to visualise a problem or situation and think abstractly to solve it.
3. Ability to respond to the constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations.
4. Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.
5. Ability to work responsibly with or without direct supervision.
6. Ability to communicate effectively over the phone; good phone skills, professional demeanour, previous customer service experience strongly desired.
7. A strong commitment to equal opportunities.
8. Ability to work on your own using a great deal of initiative.
9. Ability to spot uncompleted work.
10. Ability to deal discretely, using tact and diplomacy when handling matters which are often of a confidential and sensitive nature.
11. A willingness to train on the job or professionally.
12. Good interpersonal skills and ability to work flexibly as part of a team.
13. Ability to work on own initiative under pressure, to respond to competing demands, prioritise and to meet deadlines.
14. Sims.net experience (desirable)
15. Understanding of school/education system (desirable)
16. First/Aid Certificate an advantage, however, training will be given (desirable)

C. QUALIFICATIONS

- Keyboard skills
- Equivalent qualification in customer care or reception