

Job Title	Receptionist & Cover Coordinator	Grade	ELM 5
Department	Administration, Heathside Walton-on-Thames	Hours	Part Time 25 Hrs per week Mon-Fri
Reports To	TBC	Weeks	39.4 weeks

JOB PURPOSE

Responsible for:

- Providing an efficient, effective and calm front of house service for our school reception.
- Ensuring a warm welcome to all visitors.
- Responding to enquiries from students, parents and visitors.
- Completing administrative duties at the request of senior staff members.
- Support the smooth running of the school by organising cover for teaching and support staff, arranging room changes and the break-time duty rota.
- Support with coordination and administration of the school calendar.

MAIN DUTIES AND RESPONSIBILITIES

Reception

- Undertake reception duties, dealing with general enquiries in a friendly and efficient manner promoting a positive image of the school and ensuring compliance with safeguarding requirements.
- Respond to queries from students, staff and visitors, providing information as required.
- To maintain confidentiality at all times in respect of student and staff personal data ensuring safeguarding of students and staff at all times.
- Undertake general filing and photocopying as required.
- To assist with the sorting and distribution of external and internal mail promptly and accurately and despatch post on a daily basis complying with postal procedures and deadlines, maintain neat and updated labels for pigeonholes.
- To keep office and reception areas tidy and well organised at all times to present the best image of the school.

Operational

- To administer the cover system, ensuring all absences are recorded accurately on SIMS, notifying HR and the Senior Leadership Team (SLT) by distribution of the daily cover sheet.
- Allocate cover to all lessons as required informing staff assigned to cover and ensuring cover work and resources are prepared and available for the start of each lesson to be covered.
- Liaise with supply agencies and casual supply teachers if appropriate and engage appropriately qualified cover staff subject to SLT approval and within budgetary constraints to cover absences and temporary vacancies.
- Check and authorise time sheets for all supply staff.
- Respond to requests for room changes, assigning rooms and ensuring notification of room changes is communicated to staff and students in a timely manner to ensure the school day runs smoothly.
- Act as the main point of contact for staff reporting absences or any problems that may occur in relation to cover or room changes.
- Prepare and share with SLT the breaktime duty rota, ensuring duties are appropriately cover ensuring arranging cover for breaktime duties where staff are absent.
- Support with the coordination of the calendar each, advising SLT of cover implications regarding planned calendar events.

Administrative/Financial:

- Assist with absence recording by completing relevant forms for processing as inputting information on MIS System

- Process, input and extract information and statistics from the school's MIS system for cover and absence, preparing reports for SLT.
- Ensure that financial procedures and activities are carried out in accordance with school policies and procedures i.e. authorising payment for supply staff invoices.
- Assist the Heads PA with the administration of the school calendar using Outlook ahead of the new Academic Year, making changes as required throughout the year and ensuring changes pull through to the website calendar.

Other

- Attend school events including trips as requested and by mutual agreement with line manager.
- Undertake role assigned in the event of an emergency as detailed in emergency plans and evacuation procedures.
- Undertake first aid training and responsibilities as required.
- Maintain confidentiality and security of personal data at all times ensuring compliance with the Data Protection Act.
- Take responsibility for your own well-being.
- Participate in appraisal and the achievement of objectives set which will be robust and measurable. Request adequate support to achieve these targets if this is appropriate.
- Carry out all duties and/or times of work as required and not in accordance with the grade and general level of responsibility within the school.

Generic Duties relevant to all members of staff

- All staff are expected to be committed to support the trust ethos in everything they do and avoid any action that may be detrimental to the interests of the Trust.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".
- As a member of the Trust your role will be based at Heathside Walton-on-Thames. However, you may be asked to work at other academies within the Trust or partner schools.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems. This includes following the procedures as laid out in the Trust's Acceptable Use Policy.
- Employees are required to work in compliance with the Trust's Health & Safety Policies and the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust. This means attending training and observing relevant procedures documented in policies, recognised guidance and Risk Assessments.
- ElmWey Learning Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Child Protection Officer.
- This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The job description and person specification are current at the date issued but may be updated in consultation with you to meet changes to regulations or circumstances. These would be commensurate with the grade and title of the post.

"This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Person Specification	Essential	Desirable	How Assessed
Experience Minimum of 2 years' experience in reception/administration Working with people at all levels both internally and externally Delivery to tight deadlines	E E E		App App/Int App/Int
Skills, knowledge and abilities Excellent organisational, interpersonal and IT skills Excellent written and oral communication and presentation skills Ability to manage own workload and prioritise tasks Ability to work well under pressure to deadlines Able to demonstrate decision making skills and to give advice Good IT skills, e.g. Excel, Word, Financial software Meticulous attention to detail & maintain high level of accuracy Able to work on own initiative and under direction Able to evaluate learning needs & seek opportunities to address	E E E E E E E E		App/Int/Ref App/Int App/Int App/Int App/Int App/Int App/Int App/Int/Ref App/Int
Qualifications and Training GCSE English and Maths A-C or equivalent First Aid at work certificate or be willing to train	E	D	App App
Personal attributes Good interpersonal skills ensuring a warm and friendly welcome A clear communicator Flexible, efficient and highly organised Sensitivity and awareness of confidentiality requirements Self-motivated, willing to go the extra mile A team player, willing to support where required	E E E E E E		Int/Ref App/Int App/Int Int Int Int/Ref

App = Application

Int = Interview/Test

Ref = Reference

Employee Name		Line Manager Name	
Employee Signature		Line Manager Signature	
Date		Date	

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