

INCLUSIVE | MULTI ACADEMY TRUST

RECEPTIONIST JOB DESCRIPTION

Employment details

Job Title:	Receptionist
Grade:	Scale 6 to 9
Reports To:	Headteacher / School Business Officer
Job Purpose:	To manage our reception desk and be the first point of contact for parents, visitors, governors and other external partners. The role also includes a variety of administrative and clerical duties to support the smooth and efficient running of the school.

Main duties and responsibilities

Greet and welcome guests as soon as they arrive at the office and respond to enquiries
Direct visitors to the appropriate person
Liaise with school stakeholders via phone, written communication, face to face and electronic communications.
Maintain office security by following safeguarding procedures and controlling access (inventory management, issue visitor badges)
Ensure the reception area is tidy and presentable, with all necessary stationery and materials
Receive, sort and distribute daily mail/deliveries
Order office supplies and keep inventory of stock
Update calendars and schedule meetings
Provide administrative, and organizational services to the school such as filing, and admin photocopying
Act as a Fire Warden when required. Follow the school protocol in the event of fire, evacuation, or lockdown.
Undertake word-processing and IT based tasks including operation of relevant equipment and advanced ICT packages.
Process forms, returns, etc., including those to outside agencies.
Contribute to the planning and development of administrative procedures and systems.
Undertake cash handling when necessary
Assist with producing marketing and promotion material for the school including social media and school website.
Monitor admin email account
Administer medication in accordance with an agreed plan under the direction of healthcare practitioner and following appropriate training.
To collaborate with staff across the Inclusive Multi Academy Trust, sharing ideas and best practice.
Provide on-going, holistic social/emotional /mental health support to children, parents and staff whilst embedding the Nurture Principles across the school.
Maintain high standards in your own attendance and punctuality.
Safeguarding and promoting the welfare of children is everyone's responsibility. In order to fulfil this responsibility effectively, all staff must make sure their approach is child-centred. This means that they must, at all times, do what is in the best interests of the child and follow the guidelines set out in 'Keeping Children Safe in Education'.
Any other duties as deemed appropriate to the post under the direction of the Headteacher or line Manager.

Person specification

	Essential	Desirable
Qualifications and experience	<ul style="list-style-type: none"> • NVQ level 2 in numeracy & literacy (or equivalent) • Level 1 Safeguarding • Willingness to undertake CPD • Current DBS 	<ul style="list-style-type: none"> • Previous experience of working with children • Experience of working as part of a team • Vocational qualification in administration
Knowledge and skills	<ul style="list-style-type: none"> • Understanding of health and wellbeing, safety and child protection • Awareness of data protection and confidentiality • Strong computer literacy (E mail, word processing, spreadsheet) • Understanding of the School ethos and values • Effective oral and written communication skills 	<ul style="list-style-type: none"> • First aid skills • Working knowledge of social media • An understanding of how a pupil's learning develops • A passion for and understanding of the principles of nurture <p>Proficient with school online systems: Arbor, CPOMS</p>
Personal qualities	<ul style="list-style-type: none"> • High standards in your attendance and punctuality • Ability to work in a team • A flexible approach • Problem Solving • Active Listening • Organised • Motivated to support children • Managing Relationships • Resilience • Possess high levels of emotional literacy • Approachable and nurturing personality • Enthusiastic and positive attitude • Detail Handling • Customer Service 	<ul style="list-style-type: none"> • Self-confidence • Ability to relate well to other professionals • Good sense of humour • Community facing

This job description has been written by the Inclusive Multi Academy Trust in conjunction with the headteachers of each school. This will be reviewed annually to reflect the plans, growth and development of the school, Trust and education system. As part of the yearly performance development cycle this will be signed by the staff member and their line manager.

RECEPTIONIST:	Line manager:	Date:
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