

JOB DESCRIPTION AND PERSON SPECIFICATION

<u>Job Title:</u> Receptionist	<u>Grade:</u> B (point 3)
<u>Job Family:</u> Organisational Support	
<u>Overall Purpose of Job:</u> As the receptionist, you will be the first point of contact for the Trust by telephone and in person, ensuring information flows are accurate and effective. You will deal with incoming and outgoing deliveries as well as assisting with other office duties as required.	
<u>Main Responsibilities:</u> 1. You will provide a welcoming environment for parents, visitors and students to the Trust Head Office and assist them in locating other staff or areas of the building 2. You will maintain an accurate signing in record and issue security badges for all visitors to the Trust Head Office 3. You will provide information to visitors either verbally or paper based 4. You will operate the Trust's telephone system in a manner which is at all times, welcoming, efficient, effective and accurately informed 5. You will keep abreast of developments within the Trust to ensure accurate information is given out at all times 6. You will ensure that letters, telephone messages, emails and faxes received at reception are forwarded to staff by the most efficient method 7. You will operate internal communication systems efficiently and effectively 8. You will process incoming and outgoing mail, liaising with Royal Mail, or other mail distributors, to ensure continuity of service 9. You will organise the freighting of parcels/packages and complete appropriate documentation 10. You will ensure postal supplies are maintained and ordered as necessary 11. You will ensure the franking machine is in credit at all times 12. You will monitor levels of stationary supplies and order stock as required 13. You will check the accuracy of supplies when it is delivered 14. You will maintain a database of enquirers and send out information about the academy 15. You will undertake word processing, photocopying, fax and filing duties as requested by the Office Manager 16. You will ensure that the photocopier and fax are maintained, ready for use e.g. loaded with paper on a regular basis 17. You will report photocopier and fax machine faults and monitoring progress to ensure that they are back in working order as quickly as possible 18. You will update and issue the internal telephone list as required 19. You will keep the pigeon hole system up to date, inserting new ones for new staff and clearing down leavers 20. You will ensure the reception working area is organised and well-maintained 21. You will be responsible for ensuring the foyer is welcoming, organised and up to date with current brochures and notices 22. You will assist with arrangements for transportation of visitors to and from the Trust Head Office 23. You will work flexibly, including contributing to the Trust's projects of a general nature and providing cover for other office staff 24. You will participate in staff appraisals and training programmes as required 25. You will report serious incidents to your Line Manager without delay.	

General

26. You will be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person without delay.
27. You will participate in training and other learning activities and performance development as required.
28. You will ensure you carry out your role in a way that demands high standards whilst supporting inclusion and welcoming diverse thinking.
29. You will ensure strict confidentiality in all areas of work.
30. You will work and process personal and sensitive information in accordance with the Data Protection Act 2018 including the General Data Protection Regulations (GDPR) 2018.
31. You will ensure work is conducted in a way that protects the safety and security of information (e.g., strong passwords, reporting breaches, securing paper records, securely disposing of records).
32. You will understand and comply with the statutory guidance regarding safeguarding of children, always ensuring the safeguarding and promotion of children's welfare, reporting any concerns to the Designated Safeguarding Officer at once.
33. You will always comply with the Trust's policies and procedures.
34. You will undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- A good standard of written and oral language skills (A/I/R)
- Relevant work experience or vocational training with regard to reception/office work (A/I)
- Experience of working in an office environment (A/I)
- Familiarity with relevant school procedures, policies and guidelines (A/I)
- Knowledge of a range of standard computer packages e.g., Microsoft Office, Outlook email (A/I)
- Able to communicate clearly face to face, by telephone and in writing with a wide range of people (A/I/R)
- Able to work sensitively with confidential information (A/I/R)
- Able to work with a high level of accuracy (A/I/R)
- Able to work with a minimum of supervision (A/I/R)

Desirable

- NVQ Level 2 Administration, or equivalent (A/I/C)
- Emergency First Aid or First aid at work qualification (C)

Key: C – Certificate; A – Application Form; I – Interview; R - Reference

Behaviours

- Proactive
- Organised
- Team Player
- Flexible
- Clear communicator
- Reliable
- Trustworthy

CONTACTS AND RELATIONSHIPS:

Managers - in daily contact with leaders within the Trust.

Support Staff – in daily contact with support staff who are involved in compliance, administration, finance, cleaning, catering, site supervision and health and safety.

External – in regular contact with parents/carers, suppliers, contractors, external agency professionals, and visitors to the Trust Head Office

Note:

This job description is provided for guidance only and does not form part of the contract of employment.

The post holder will be subject to an enhanced DBS check.