



MILTON PARK

Primary School

Job Description for RECEPTIONIST & ADMIN SUPPORT

Post: Receptionist
Salary and grade: Grade C (£21,601 - £22,509 Actual Salary, £25,186 - £26,244 FTE)
Hours: 37 hours per week, TTO
Name:
Responsible to: Finance, Office & Operations Manager

Overall purpose:

- The receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner.
- In addition, it is essential that the person for this role is organised, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same.
- The receptionist is also required to assist with various administrative and clerical tasks and contribute to the effective organisation of the school.

KEY ACCOUNTABILITIES

- To actively promote the School's Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place.
- To maintain awareness of and commitment to the School's Equal Opportunity Policies in relation to both employment and service delivery.
- To fully comply with the Health and Safety at Work Act 1974 etc, the School's Health and Safety Policy and all locally agreed safe methods of work.
- At the discretion of the Head Teacher, such other activities as may from time to time be agreed consistent with the nature of the job described above.
- To work with colleagues to achieve service plan objectives and targets.
- To participate in Employee Development schemes, Performance Management and contribute to the identification of own team development needs.
- To ensure the safety and wellbeing of all pupils in line with the school's safeguarding policy and KCSIE, reporting all concerns to a DSL using the appropriate means.

KEY RESPONSIBILITIES

General

- Be aware of and comply with all trust and school policies and procedures particularly relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person.
- Carry out all duties with regard to the school's policies and codes of conduct.
- Participate in training and other learning activities as required and to participate in appraisal and professional development.
- Set high expectations of conduct, whilst acting as a good role model for others
- Report student and school issues in line with the School's policies for health and safety, child protection, behaviour management etc.
- Attend meetings and training sessions as required.
- Be involved in extra curricular activities, e.g. open days, presentation evenings.

Reception

- To be the first point of contact for visitors to the school, extending a warm welcome to all – including parents, visitors, contractors and delivery staff.

- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
- To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors.
- Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the reception area remains tidy and that literature and forms are updated and replenished as necessary.
- Distribute staff mail and open if appropriate.
- To receive and sign for all packages and deliveries.
- To record and post all outgoing mail.

Administration support duties

- To work in conjunction with other office staff to ensure the smooth running of the office.
- Collate registers and check absences.
- To provide first day calling to parents of absent pupils.
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.
- Monitor and maintain an accurate record of pupil attendance.
- Assist with the delivery of stationery, materials and resources to classes and ensure that stock levels are maintained.
- Update and maintain the school calendar.
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and that emails are forwarded to the relevant staff member as necessary.
- Assist with arrangements for visits by school nurse, photographer, etc.
- Provide clerical and administrative support, e.g. photocopying, typing, filing, collation of pupil reports.
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required.
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts, etc) to parents, staff and other stakeholders.
- Ensure that medication is administered to children following the school Medicine policy.
- Provide First Aid to pupils and staff.
- Collate school dinners and provide relevant information to the kitchen staff in a timely manner.
- Support the Data Officer with school trip admin.
- Set up and support the administration of the after school club offering.
- Provide photocopier support, including handling callouts to engineers where necessary.
- Provide Gold Book administrative support for the Headteacher.
- Produce and publish the monthly newsletter.
- Assist in the maintenance of the school's website.

The school receptionist will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Whilst the job description above endeavours to provide a clear outline of the duties of the post holder, additional appropriate responsibilities may be determined in light of the needs of the school and at the discretion of the Headteacher.

The job description will be reviewed annually to reflect or anticipate changes in the job requirements in response to the needs of the school.