



**Support Service Team**

**Job Title:** Receptionist

**Grade:** Grade A1

**Post Objective:** As part of the support staff team you will provide a professional reception service for the School.

**Accountable to:** Office Manager

**Responsibilities**

To assist in the smooth and efficient running of the school by undertaking the following duties:

- ensure that the telephone, reception and the pupil window are manned at all times during your working hours
- to promote a positive image of the school in all dealings with parents and the general public
- maintain a welcoming and pleasant manner with all visitors, either in person or on the telephone
- to assist with the operation of the telephone system and action or relay any relevant information/messages to those concerned
- receive visitors, parents, governors or other guests and ensure they receive the appropriate hospitality and security checks, as required
- deal with requests from pupils for information/assistance
- maintain an orderly reception
- to deal with queries at the student window
- inputting of data onto the plasma screens
- locating pupils as required (parental and staff requests)
- duplicating, photocopying and filing
- deal with incoming and outgoing post
- returning confiscated phones to students at the end of the day
- oversee that lost property is dealt with on a regular (half-termly) basis
- any other reasonable task requested by the Line Manager or other such authorised person as to allow for the efficient running of the school without changing the general character or the level of responsibility entailed.

The duties of this post may vary from time to time without changing the general character or the level of responsibility entailed.

*This job description reflects the principal accountabilities of the post holder and identifies the level of responsibility as which he/she will be required to work. In the interests of effective working, the major tasks may be reviewed on an annual basis to reflect changing business needs and circumstances. Such reviews, and any consequential changes, will be carried out in conjunction with the post holder. It does not form part of your contract of employment.*

**The 5 Dimensions Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.**



## PERSON SPECIFICATION

ATTRIBUTE	Essential (E) or Desirable (D)	Assessment
<b>Qualifications</b>		
GCSE Maths & English A*-C (or equivalent)	E	A
<b>Knowledge and experience</b>		
Previous experience of working on reception within a similar environment.	E	A/I
Experience of working in an administrative role.	E	A/I
Previous experience of working within a school environment.	D	A/I
<b>Skills</b>		
Ability to work at pace with attention to detail.	E	A/I
Excellent IT skills, including Microsoft Office, Teams, etc	E	A/I
Ability to remain calm and professional in stressful situations.	E	A/I
Ability to build good, effective working relationships with key stakeholders	E	A/I
Ability to communicate with a variety of people at different levels	E	A/I
Ability to work independently and to use initiative	E	A/I
Highly organised with good organisational skills.	E	I
<b>Personal attributes</b>		
Resilience	E	I
Demonstrate and adhere to 5 Dimensions core values	E	J
Adhere to GDPR guidelines and the Trust's internal procedures	E	I
Adhere to the Trust's Safeguarding and Prevent policy	E	I
Adhere to Health and Safety Policy	E	I
Commitment to own professional development	E	I/A
Commitment to equality and diversity in the workplace	E	I

A = Application  
 I = Interview  
 T = Task/Activity  
 R = References

I confirm that I have received a copy of the above job description for this role.

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Date .....

Signature