



SUPPORT STAFF JOB DESCRIPTION

Post Title	Receptionist
Main Job Purpose	Be the initial point of contact for the school for all external telephone calls and personal visitors.
Grade	
Working hours	
Main Duties	<ol style="list-style-type: none"> 1. Be the initial point of contact with the school for all external telephone calls and external visitors. 2. Arrange for visitors to sign in and advise appropriate staff. 3. Operate the switchboard for incoming and outgoing telephone calls, taking and passing messages where appropriate. 4. Process registration data and ensure that registers are completed for all pupils including supervising registration during fire alarms. 5. Receive and arrange distribution of incoming post and parcels. 6. Frank outgoing post. 7. Produce "Park Life" advising staff and pupils of day to day events and administrative arrangements. 8. Supervise the collection, return and disposal of lost property items. 9. Provide administrative support to other staff in school including filing, word processing and data input. 10. Sell tickets for after school events such as concerts.
Supervision and Management	The jobholder does not have responsibility for staff.
Creativity and Innovation	The jobholder works within school procedures, policies and approved methods but sometimes has to interpret these to deal with a problem.
Decision Making	The jobholder is expected to follow school procedures to resolve routine problems encountered in the job but to seek assistance, or approval to their recommendations, for anything more unusual.
Key Contacts and Relationships	The jobholder is the initial point of contact for external callers and visitors. The jobholder will develop and maintain working relationships with other colleagues. There will also be an exchange of information with teachers and other staff.
Resources	The jobholder is expected to use school resources appropriately and with care but is not personally accountable for their overall security.

Working Environment	The jobholder is based in an area where there are no health and safety hazards.
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Knowledge and skills	In order to undertake the range of tasks required the jobholder needs good knowledge of the operation of SIMS software, Office applications such as Excel and Word and the telephone switchboard. Knowledge of and adherence to, the Data Protection Act and GDPR.
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