

JOB DESCRIPTION

Job Title:	Receptionist
Location:	Sir James Smith's School
Salary:	Grade E, point 1 to 6 - £24,796 to £25,583 per annum pro rata
Actual Salary:	Grade E, point 1 to 6 - £22,249 to £22,955 per annum
Start Date:	As soon as possible
Hours:	37 hours a week, term time only + 13 additional days to include Inset Days Mon to Thu – 8am to 4pm, Fri – 8am to 3.30pm
Reports to:	Operational and Administrative Lead
Responsible for:	N/A
Key relationships:	Senior Leadership Team, Teaching Staff, Pastoral Teams, Attendance

Job Purpose

To act as the first point of contact for all school visitors and callers. To welcome visitors and direct as appropriate, and to manage all telephone calls and queries, re-directing as appropriate.

Under the guidance of senior staff, be responsible for undertaking a range of administrative and organisational processes within the school.

The post holder is required to provide a high standard of administrative support to assist with the smooth operation of the school across multiple departments.

Post holder is required to support the school reception; whole school admin, and first aid cover.

To be responsible for promoting and safeguarding the welfare of children and young people within the school.

Duties and Responsibilities:-

Receptionist

- Prioritise and respond to queries from parents, children, visitors and colleagues in person and via email, letter or telephone. Provide advice and information on standard procedures/policies and raise complex matters to senior leaders as appropriate.
- To complete suspension and exclusion paperwork on behalf of the Pastoral Team.
- To ensure appropriate standards of tidiness and order in the school reception area to project a professional and welcoming environment to parents, pupils and visitors to school.
- To maintain accurate administrative, pupil, staff and other school records. Ensuring effective administrative systems/procedures for the efficient operation of school administration activities.

- To input information relating to students on SIMS, so as to ensure accurate and up to date records.
- Collecting and maintaining accurate records of a variety of matters. Collecting and reporting information as required.
- Handle confidential and often sensitive information carefully and thoughtfully with guidance from senior staff where appropriate.
- Preparing standard letters to a high standard and processing of pupil information with attention to detail, a high level of accuracy, and a high level of sensitivity/confidentiality. The post holder will be required to operate in accordance with the established procedures and have an awareness of statutory requirements.
- When directed to do so, manage incoming and outgoing post and goods.
- Setting up an inputting external bookings via booking system, sending yearly paperwork and ensuring it is in order.
- To use the Microsoft package to produce a variety of documents and communications for internal and external audiences.
- Data entry/extraction with accuracy and generate standard reports as required. Producing lists, information, and data as required.
- To provide routine clerical support such as photocopying, typing and filing both in manual and electronic systems.
- May be required to support with processing administration of extra curricular activities (such as assisting with permission slips and registers for clubs and sporting events).
- Monitor and arrange for the ordering of office stocks and supplies.
- Under the direction of senior colleagues provide whole school administrative support, specifically to teaching staff.
- Participate in training and other learning activities and performance development as required.
- Undertake similar clerical duties commensurate with the level of the post as required by the Senior Leadership Team.
- Welcome visitors in a professional and hospitable manner, ensuring sign in procedures are followed and to create a welcoming environment for students and visitors.
- Under the direction of senior colleagues, undertake general financial administration such as processing orders, collecting monies and undertake basic bookkeeping, such as for ParentPay.

First Aid

- Undertake full First Aid training, and be part of the on-call rota **daily**, this may involve administration of medication.
- When acting as first aider, be the first point of contact for students who are ill, assess the First Aid problems presented, taking appropriate action in the event of an emergency and communicating with staff and parents as necessary. To attend to minor medical needs of pupils, such as administering plasters, bandages etc. as required. To provide relevant information on care actions for general health matters presented.
- Notifying senior staff in the event of more serious medical concerns.

- To be responsible for the safe keeping of prescribed drugs in an appropriate secure location.
- Maintain accurate records in accordance with new and changing medical needs. Maintain appropriate records of first aid provision and liaise with pastoral teams when appropriate. Including maintaining the Medical Tracker in accordance with Health and Safety regulations.
- Assist with the monitoring of stocks within first aid boxes throughout the site. Working with the first aid team, to maintaining stocks and ordering medical supplies and equipment in order to ensure adequate resources across the School site.
- Work with other first aiders within School site to share information and resources.

General

1. To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
2. To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
3. Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
4. To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

This job description provides a general reflection of the main duties and responsibilities of the post at the date of production. You may be expected to take on other reasonable activities deemed to be within the character of the post to assist in efficient service delivery. The duties may change over time as requirements and circumstances evolve without changing the general character of the post or level of responsibility.

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
QUALIFICATIONS:			
Educated to GCSE level 4 (formerly grade C), or equivalent qualification including English Language and Mathematics.	E	✓	
Level 3 qualification in administration	D	✓	
Evidence of recent, relevant professional development.	D	✓	
First aid training/certificate	D	✓	
EXPERIENCE:			
Experience in organising and managing administrative systems and procedures in an office environment.	E	✓	✓
Has proven experience of working effectively in a team working collaboratively with colleagues as well as working independently.	E	✓	✓
Experience of working in a busy environment with regular interruptions, preferably experience in a school environment.	E	✓	✓
Accurate typist / data entry. Ability to maintain data input accuracy through frequent interruptions.	E	✓	✓
Use of Microsoft Office or equivalent; including Word processing and spreadsheets.	E	✓	✓
Knowledge and experience of SIMS management system	D	✓	✓
Experience of minute taking and accurate recording of meetings.	D	✓	✓
KNOWLEDGE, SKILLS AND ABILITIES:			
Professional welcoming manner and good interpersonal skills.	E	✓	✓
Ability to use initiative and solve problems	E	✓	✓
Strong interpersonal skills; including the ability to communicate well with parents, children, staff and visitors	E	✓	✓
Excellent time management, with flexibility to get the job done together with an ability to prioritise and work to tight deadlines whilst retaining professional composure	E	✓	✓
Be flexible and responsive to change	E	✓	✓

Able to act as a role model for pupils by setting high personal and professional standards	E	✓	✓
To respect and uphold confidentiality at all levels.	E	✓	✓
Awareness of safeguarding considerations.	E	✓	✓

VALUES-BASED BEHAVIOURS:			
Compassion:			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes			
Aspiration:			
Works to high expectations, modelling the delivery of high-quality outcomes			
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence			
Integrity:			
Acting always in the interests of children and young people,			
Acting with a consistent and uncompromising adherence to strong moral and ethical principles			
Communicating with transparency and respect, creating a working environment based on trust and honesty			
Collaboration:			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others			
FURTHER REQUIREMENTS:			
Support the values of the school	E	✓	✓
Approachable, caring, able to relate to all members of our school community	E	✓	✓
Commitment to safeguarding and promoting the welfare of all children and young people	E	✓	✓