

Wymondham High Academy Job Description

Name:	
Job Title:	Receptionist
Salary range	SCP 5-6
Responsible to:	Andy Foster, Senior Operations Manager
Responsible for:	To provide an efficient, professional and welcoming first point of contact for our school.
Effective Date:	

Role and Context

General:

- To have a pleasing and confident personality, with effective communication skills and to be well-groomed and formally dressed.
- To undertake switchboard, receptionist and messenger duties within the academy, in conjunction with other support staff.
- To undertake routine clerical, administrative and other duties.
- To manage and prioritise own workload in an effective and efficient manner.
- To deal effectively with difficult and sensitive situations using good negotiation and people management skills to manage the situation and bring about a satisfactory resolution.

Duties and responsibilities:

- To ensure that visitors and callers to the school are courteously and correctly received and hospitality provided as required. To ensure that they are signed in, issued with a visitor's badge, and given the leaflet on safeguarding.
- To photocopy important identification documents of new employees and visitors to the Academy, ensuring that records are maintained as necessary and then destroyed within the required timeframe.
- To be confident and competent in the use of specialist IT systems, including Bromcom & ParentMail, and to use these systems for a variety of tasks including communicating important Academy messages with parents and inputting essential attendance information when pupils sign in/out of the Academy.
- To be competent in the use of Microsoft office including mailmerge to send out letters to parents as required.
- To assist in the organisation of Academy events such as parent evenings, celebration evenings and open days.
- To assist with the administration associated with transition and admissions to the Academy.
- To monitor the on-call system via radio to ensure the Senior Leadership Team (SLT) can promptly deal with any concerns raised by teaching or inclusion colleagues. On call requests should be radioed immediately to the SLT for action.
- To receive and reply promptly to any telephone, email, or other messages, dealing as appropriate with routine enquiries and forwarding to other colleagues within the Academy as appropriate.
- To screen enquiries of staff, students, parents, the public, etc. (e.g. phone calls, visitors, etc.) for the purpose of taking appropriate action and /or directing to appropriate personnel for resolution.
- To assist with the sorting and distribution of the post.

Wymondham High Academy Job Description

	<ul style="list-style-type: none"> • To prepare post for mailing including the appropriate franking of outgoing post and to run the teleset and load funds onto the account. • To make arrangements with Royal Mail for collections during school holidays. • To arrange for the collection of sick students on behalf of other staff. • To act as a contact for the caretaker/site team. • To telephone for emergency services when requested. • To undertake assigned duties during an emergency evacuation of the academy including manning the alarm panel system and communicating essential information to the Site Manager via radio. • To ensure the staff, visitor and student signing out registers are maintained.
<p>General</p>	<ul style="list-style-type: none"> • To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the school and the local authority. • To be a trained first aider and fire marshal • To maintain Staff and Pupil confidentiality • To undertake training as appropriate • To participate in the performance management programme
<p>General Information and review:</p> <ul style="list-style-type: none"> • The job specification details the main outcomes required and should only be updated to reflect major changes that impact on the outcomes for the job. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. • This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post-holder. • All work performed/duties undertaken must be carried out in accordance with relevant school policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve. • Post holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management. 	

Signature:

Date: