

# THOMAS BECKET CATHOLIC SCHOOL

## JOB DESCRIPTION

### OVERVIEW

<b>Job Title</b>	<b>SCHOOL RECEPTIONIST</b>
<b>Salary / Scale</b>	<b>Grade D Scale point 3 (£ 24,796 pa fte)</b>
<b>Contract type:</b>	<b>Permanent, Term time (38 weeks plus 5 training days) 37 hours per week  Monday to Thursday 8.00am – 4.00pm Friday 08:00am - 3.30pm</b>
<b>Purpose of the Position</b>	Act as the first point of contact and Ambassador for parents and visitors to the school and To support the School Operations Coordinator by providing a high-quality administrative support to the school’s Senior Leadership Team and be responsible for key administrative processes. Must be willing to be first aid trained.
<b>Key Responsibilities</b>	Running the school reception and managing the resources required to run reception, interacting with customers including telephone systems, security entry systems and be fully responsible for the day-to-day school administrative processes and systems including, office procedures, attendance & absence, and liaison with parents.  Assist with positive promotion of the school on school social media, marketing and website and any general administration as required. Be part of the school office administrative team providing a front office reception service to staff, pupils, parents and visitors. This job description may be amended at any time, following consultation between the employee and the Headteacher and will be reviewed annually.
<b>Responsible to:</b>	School Operations Coordinator
<b>Accountable to:</b>	Headteacher
<b>Responsible for:</b>	Not applicable

## MAIN RESPONSIBILITIES

### 1. Main Duties

- Welcome visitors and respond appropriately to telephone and email enquiries in a helpful and constructive manner and in line with our Communications with Parents policy.
- Lead First Aider
- Ensure that appropriate actions are taken in a timely manner.
- Ensure the safety and security of the school at all times.
- During school hours, make sure that the gates & doors are secure and entry to the premises controlled.
- Ensure all visitors sign in and are issued with a visitor lanyard and ensure they have the necessary id and DBS
- Communicate with parents regarding all aspects of school life, receiving and passing on information, between parents and teachers, including phoning parents to ascertain reasons for pupils' absence.
- Assist with all admissions related tasks, including preparations for and assistance at school events including open days etc.
- Take calls and field enquiries from prospective new families.
- Receive, sort and distribute all packages, deliveries and mail on a daily basis in accordance with Trust and school policies.
- Ensure the reception area is kept clean and tidy and that noticeboards are kept up-to date.
- Keep staffing telephone lists, DSO and First Aid posters and Heads of Year Display Boards up to date
- Prepares all New Staff Information packs – organise pigeonholes
- Prepare signs/posters/displays when required
- Assist with the ordering of stationery, materials and resources and ensuring that stock levels are maintained.
- Manages the logging of all emergency first aid onto Handsam
- Books staff First Aid courses • Supports School Operations Coordinator in providing an administrative support to the school.
- Be responsible for ensuring all phone calls and emails to the school are answered and responded to in a timely and welcoming manner resolving queries and/or referring when necessary.
- Manage the booking of meeting rooms.
- Assist with ensuring all staff and students have photo ID badges and that photos are updated onto key systems in school for Safeguarding requirements.
- Maintain the school calendar liaising with key staff for accurate and up to date information.

- Assist the School Operations Coordinator to maintain the school’s website and other marketing materials and day-to-day social media requirements.
- Work in close collaboration with the office administration team, and attendance officer ensuring school reception is staffed and any pupils/parents/visitors are attended to during periods of absence and times of high demand.
- Support the School Operations Coordinator in their duties including safeguarding, ensuring the school meets its statutory responsibilities and obligations
- Assist with ensuring the smooth set up and running of parent’s evenings and open evenings
- To undertake any other duties, commensurate with the level of the post, as may be required

## **2. School Aims**

- To ensure a professional and personable welcome to pupils/parents/carers and external visitors at all times.
- Provide an efficient and effective administration within the school and a professional and welcoming reception.

## **3. Personal and Professional Conduct.**

- Preserve the integrity and confidentiality of all people encountered as part of this role.
- Have proper and professional regard for the Catholic ethos, policies and practices of the school and maintain high standards of attendance and punctuality.
- Maintain strict confidentiality with respect to employee and pupil data in accordance with the Data Protection Act and Trust policies and procedures.
- Establish, promote, and maintain effective relationships with parents, parishes, other schools and colleges and other persons and bodies outside the school. They will support an appropriate positive promotion of the school, and celebration of its achievements.
- Accept and perform other tasks, from time to time, as directed by the Headteacher. Will perform tasks not specified here, that are necessary for the discharge of their primary duties.

## **4. Professional Development**

- Participate in the Trust’s performance management processes
- Participate in further training and development to improve own professional development and update knowledge required for the role

## 5. Working with colleagues and other relevant professionals

- Work in close collaboration with colleagues and other relevant professionals within and beyond the school including the Trust Central Team, school's Local Academy Committee, Trust Central Team, Headteachers, Teaching and support staff across the Trust and within each of its schools.
- Develop effective professional relationships with colleagues.
- Be aware of the Trust's objectives relating to the provision of Catholic education. All schools/academies within the Trust are part of the Catholic Church and, as such, are to be conducted as Catholic academies in accordance with Canon Law, the teachings of the Catholic Church and the Trust Deed of the Diocese of Northampton.

## 6. Any Other Duties

The post holder will be required to safeguard and promote the welfare of children and young people and follow school policies and the Trust Code of Conduct. The Trust is committed to ensuring that it complies with all legislative requirements on safeguarding and child protection and that the Trust actively values and promotes diversity, unity and community cohesion and that it supports pupils to become successful, compassionate citizens. The Trust will ensure a continual focus on equality as measured by pupil progress and outcomes.

This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

All staff to Ensure adherence to all Trust and school's policies but particularly regarding safeguarding, health and safety and GDPR.

The post-holder must carry out their duties with full regard to the Trust's Equal Opportunities Policy in relation to employment and service delivery.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exclusive list. The duties and responsibilities of the role may vary from time to time and the post holder may be required to undertake other duties and responsibilities commensurate with the role as directed by the Headteacher or the Trust's Strategic Executive Lead (Chief Executive Officer).

**PERSON SPECIFICATION**

**1. TRAINING AND QUALIFICATIONS**

	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
Good standard of education	✓		Application form/certs
Competent in Microsoft office software packages	✓		Application form/Certs
SIMS / Class charts/Brom com	✓		Application form/Certs

**2. EXPERIENCE**

	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
Experience of working in an educational environment (HE or schools/colleges).		✓	App form Interview
Be able to communicate effectively with pupils/parents/carers and all external agencies	✓		App form interview
Be able to show an understanding of safeguarding and confidentially	✓		App form interview
Ability to work both independently and as part of a team	✓		App form interview

**3. SKILLS AND KNOWLEDGE**

	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
Excellent interpersonal skills and an ability to relate and communicate effectively with children, staff and parents	✓		Interview/App Form
Ability to undertake multiple priorities whilst meeting deadlines	✓		Interview/App Form
Highly proficient in Microsoft Office particularly Outlook, Word and Excel	✓		Interview/App Form

Good written and oral communication skills.	√		Interview
Ability to think clearly in any emergency situations and act calmly and confidential	√		Interview/App Form
Experience of managing and maintaining accurate and filing systems.	√		Interview/App Form

#### 4. PERSONAL QUALITIES

	Essential	Desirable	Evidence
Proven ability to remain calm and work under pressure whilst prioritising effectively.	√		Interview
Proven ability to work on own initiative with a proactive approach.	√		Interview
Proven ability to work collaboratively with others	√		Interview
Proven ability to deal sensitively with people and resolve conflict	√		Interview
Proven ability to work flexibly under pressure to be able to meet deadlines	√		Interview
Commitment to maintaining confidentiality at all times	√		Interview
Commitment to safeguarding and diversity.	√		Interview

#### 5. CONFIDENTIAL REFERENCES AND OUTCOMES

**Applicants must be able to positively provide the following information if successfully appointed:**

At least 2 written professional references
Confirmation of professional and personal knowledge, skills and abilities
Positive recommendation from current employer or training organisation
Satisfactory health and attendance record
Satisfactory enhanced DBS check and other pre-employment checks as required carried out by the school

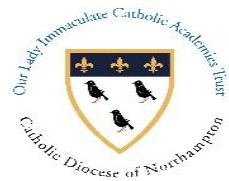
## HOW TO APPLY

Further information about the school can be found at: [www.thomasbecket.org.uk](http://www.thomasbecket.org.uk) or about the Trust on the Trust website: [www.olicatschool.org](http://www.olicatschool.org)

A candidate pack and application form are available from <https://www.mynewterm.com/jobs>.

All appointments will be subject to an enhanced DBS clearance in line with our Safer Recruitment Policy.

Thank you for your interest in our Trust.



For more information, please contact Trust HR by email at: [TrustHR@Olicatschools.org](mailto:TrustHR@Olicatschools.org) or by telephone: 01604 497309 or, visit the OLICAT Trust website: [www.olicatschools.org](http://www.olicatschools.org)