

JOB DESCRIPTION

Job Title	Receptionist
Grade	2020 Scale 3
Reports to	Office Manager
Liaison with	Teaching staff, support staff, pupils, parents, visitors
Job Purpose	To provide a professional receptionist service to the School
Duties	<p>Reception:</p> <ul style="list-style-type: none"> • To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate. • To ensure school security arrangements are always complied with, including the issue of visitor's badges and signing of the visitors' book. • To accept and sign for deliveries as appropriate. • To provide hospitality for visitors to the school. • Calls to parents/carers at the request of teachers. • Trouble shooting problems/issues for parents. <p>Welfare:</p> <ul style="list-style-type: none"> • To administer first aid to pupils as required, in keeping with the school's policy, and order first aid supplies as necessary. • To liaise with parents regarding pupils sickness/injury. • To assist with visits from nurse, dentist etc. • To assist with the general welfare of pupils. <p>Administration:</p> <ul style="list-style-type: none"> • To undertake typing, word processing and routine data input as required. • To undertake filing, photocopying and reprographic work as required, including the basic maintenance of the photocopier • Maintain manual and computerised records. • To be responsible for the sorting and distributing of incoming post and the sending of outgoing post, including the purchase of stamps and crediting of the franking machine. • To provide general clerical support as required. • To assist with the monitoring and maintenance of stock. • To assist with the administration of school visits in liaison with the teaching staff. • To offer support to teachers for various things including locating teachers, students etc. • Maintenance of the manual and computerised pupil data records including attendance details (monitoring and tracking attendance in all year groups) and accessing information on the SIMS system for telephone numbers and contact details. • To assist with lost property • To be responsible for the collection of dinner orders and completion of all catering returns for schools meals and free school meals and liaison with parents. • Undertake

	<p>Finance:</p> <ul style="list-style-type: none"> • To collect and issue receipts for other monies as required, including school uniform, trips and photographs and the use of Tucasi for the management of this.
General	<ul style="list-style-type: none"> • To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager. • To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace • Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy • The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment • The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.

PERSON SPECIFICATION
Receptionist – Secondary

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	Experience of reception work/school office work Educated to NVQ Level 2 or equivalent
	Knowledge of relevant policies and procedures	General understanding of the operation of a school
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake basic calculations
	Technology	Ability to use photocopier Ability to use word processor
Communication	Written	Ability to complete basic forms
	Verbal	Ability to exchange routine verbal information clearly with children and adults
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes Ability to manage difficult or controversial exchanges
Working with children	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Basic understanding of the learning experience provided by the school
	Child Development	Basic understanding of the way in which children develop
	Health & Well being	Understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team work	Ability to work effectively with other adults in the school
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	Good organisational skills
	Line Management	N/A
	Time Management	Ability to manage own time effectively
	Creativity	Ability to follow instructions
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Understand and implement child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role

