

Role Profile: School Receptionist

Purpose

The post holder will provide an excellent reception service and administrative support to the school, working flexibly across a range of functions (see duties). She / he will act as an initial point of contact for incoming phone calls and visitors and parents and, as such, must be well-presented with a professional, friendly approach.

Key Accountabilities

Relationships

The post holder is responsible to the Business Manager. The post holder also interacts on a professional level with other colleagues and will be required to maintain productive relationships with pupils, parents and staff.

Standards and Quality Assurance

- Support the aims and ethos of the school;
- Set a good example in terms of dress, punctuality and attendance;
- To attend events, including Saturday Open Mornings;
- To attend INSET days and participate in training and other learning activities and performance development as required;
- To participate in arrangements made for appraisal.

Main Duties and Responsibilities

Reception

- Greeting all parents/carers and visitors with professionalism;
- Signing in visitors/contractors and issue passes, alerting staff to the arrival of a visitor process;
- Controlling the signing in/out procedure of all relevant staff;
- Taking messages and ensuring information gets passed to appropriate members of staff accurately and promptly;
- Ensuring contractors and visitors are aware of fire and safety procedures;
- Receiving items brought in by parents for their child and delivering as necessary.

General Office Administration

- Using Microsoft packages particularly Word, Excel and Publisher to help support the school's administrative team;
- Respond to routine correspondence sorting and distributing internal/external mail and emails as required;
- Provide general clerical/administrative support such as photocopying, filing, binding, laminating;
- Using SIMS to maintain pupil data and school information;
- Support both Registration and Leave of Absence request processes.
- To be familiar with and follow the school's policies and procedures

Other Duties

- To carry out basic First Aid duties (training will be provided);
- To carry out any such task as shall be deemed necessary to the smooth running of the school.

Health & Safety

- The post holder is responsible for the safety of all colleagues, pupils and visitors and must ensure that:
- The resources are maintained in a safe condition for the pupils and School staff;
- Staff carry out operations in accordance with School policy and departmental codes of safe working practice;
- All accidents are reported to the Business Manager via the School's Accident Report Form procedure;
- The Headmaster and Business Manager are kept informed of any concerns regarding Health and Safety and safe working practices.

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Person Specification

	Essential	Desirable
Qualifications	✓ Confident IT skills, including excellent word processing, Powerpoint and Excel	First Aid Training
Skills	✓ Good organisational and administrative skills ✓ Professional communication skills, able to communicate with a variety of individuals in person, in writing and on the telephone ✓ Flexible and motivated team member ✓ Calm and efficient manner and ability to work under pressure	✓ Ability to work with local Management Information Systems ie Sims, to maintain computer records on pupil database ✓ Ability to solve problems
Experience	✓ Experience of working in a reception or office administration role ✓ Experience of delivering excellent customer service	✓ Previous experience of working in education would be an advantage

Key Stakeholders:

Internal - SLT, staff, pupils, parents

External - Cognita School Support Centre

Signed: Name (print):

Date: