



Support Staff Job Description and Person Specification

TITLE:	Receptionist
Working arrangements:	37 hours per week / 39 weeks per year
Location:	Sybil Andrews Academy
Grade / Scale point:	Grade 2 - £16,863 per annum (pro rata)
Responsible to:	Office Manager
Date:	November 2018

INTRODUCTION

All our schools must embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

JOB PURPOSE

To be the first point of contact for all visitors to the school, to compile and maintain pupil records and provide other clerical and administrative support to the school.

KEY TASKS AND RESPONSIBILITIES

Reception:

1. Act as first point of contact for visitors and carry out security and safeguarding procedures, ensuring that all visitors sign in and out and are issued with ID badges.
2. Notify appropriate member(s) of staff of the arrival of visitors. Ensure that visitors do not enter the main school building without an escort, unless this has been authorised by the person they are visiting.
3. Act as the central information and communication point with regard to queries and requests for information from parents and other individuals / organisations.
4. Control pupils' signing in and out during school hours.



5. Take delivery of items. Notify the addressee arrange removal. Arrange for return of items as requested.
6. Make, receive and redirect telephone calls, including voicemail, text and email communications. Take messages and ensure that these are passed on as quickly as possible.

Pupil Admissions

1. Maintain the school information management system (SIMS) with regard to all pupil records;

Clerical and Administrative Support:

1. Prepare routine correspondence with parents and carers and others in pursuit of the above duties or otherwise as required and/or instructed by the Line Manager / Principal;
2. Create any other routine documents as required by the Line Manager / Principal.
3. Carry out filing, photocopying, distribution of correspondence and other general office duties as required;
4. Update the school's computerised administrative systems including security of data, in accordance with the school's and wider Trust's procedures and deadlines;

SAFEGUARDING

1. Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times. The Administrative / Finance Assistant, under the guidance of the Line Manager / Principal, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the School's Safeguarding policies.
2. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

GENERAL

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other



visitors to the school or wider Trust.

4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.
5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested [insert line manager] or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

Signed
[insert Principal or other as appropriate]



PERSON SPECIFICATION

TITLE Receptionist

GRADE / SCALE POINT 2 (above the bar)

CRITERIA	ESSENTIAL	DESIRABLE
KNOWLEDGE		
Technical or Specialist	NVQ or equivalent in a relevant subject	Knowledge of School / Trust Computer systems
Literacy and Numeracy	Secondary education up to GCSE level or equivalent Computer literate.	Competent and confident in use and interpretation of data bases and spreadsheets.
Organisational		Knowledge of basic health & safety responsibilities and safeguarding procedures.
Equipment / Materials	High level, accurate keyboard skills. Able to use / operate general office equipment e.g. printers, photocopiers, binders, computers.	
MENTAL SKILLS		
Research	Able to use the internet effectively for routine research.	
Creative Thinking	Contribute to production of school materials e.g. newsletters, staff handbooks, year books.	
Planning	Organised and methodical approach to preparation of school activities e.g.	



	transition and sports days. trips, awards evenings.	
INTERPERSONAL AND COMMUNICATION	<p>Tact and diplomacy second nature;</p> <p>Articulate with a good grasp of the English language.</p> <p>Patience and tolerance when dealing with parents /pupils who may be upset or appear unreasonable.</p> <p>Understanding of the necessity and ability to maintain absolute confidentiality.</p> <p>Pleasant and helpful telephone and face-to-face manner.</p> <p>Ability to function effectively as part of a team.</p>	
PHYSICAL		
Keyboard	High level keyboard skills.	
Manual Skills	Routine manual handling skills.	
LEVEL OF AUTONOMY	<p>Able to make day-to-day decisions about own workload, within clear guidelines and procedures.</p> <p>Supervisory assistance is available most of the time.</p>	