

# Role Profile: Receptionist

## Purpose

- To receive and deal with enquiries from internal and external sources, providing an Informative, friendly and helpful point of contact.
- To assist the Operations Manager, the School Office and Support Teams in the day to day operations of the School Office, and administrative services.
- To act with integrity and ensure that confidential and sensitive issues are dealt with in an appropriate manner.
- All school staff are expected to work towards and support the school vision and the current school objectives outlined in the School Development Plan.
- Support and contribute to the school's responsibility for safeguarding students.
- To provide efficient administrative support systems.

## Key Accountabilities

- To ensure security of the school site, through appropriate management of visitors including delivery and bus drivers.
- To undertake the weekly printing of the bus registers and daily checking of pupils onto the bus.
- To produce reports for trips, fixtures and events.
- Provide clerical support ensuring accuracy and confidentiality at all times and to undertake processing of correspondence, collating and distribution of documents.
- To maintain the office records (filing systems, etc) and distribute staff / departmental mail, opening if appropriate.
- To answer and direct telephone enquiries from staff, parents and the general public.
- Provide administrative support, e.g. photocopying, typing, filing, collation of pupil reports.
- Report student and school issues in line with the School's policies for health and safety, child protection, behaviour management etc.
- Attend meetings and training sessions as required.
- To be an ambassador for the school and promote the school to viewing visitors including prospective parents, ensuring good school relations.
- To assist First Aid Co-ordinator with First Aid for the School and maintain First Aid records in line with school procedures.
- To administer the safe storage of pupil medication.
- At the discretion of the Head and Operations Manager, such other activities as may from time to time be agreed consistent with the nature of the job described.
- Be involved in extra- curricular activities, e.g. open days, presentation evenings.
- To ensure that security procedures are upheld.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	GCSE Grade C or above in Mathematics and English Language or equivalent qualification or skill level.	A Levels or equivalent , NVQ level 2 Business Administration
<b>Skills</b>	Excellent inter-personal skills, especially with children/parents. Good communication skills. The ability to work as part of a team and be a team player. The ability to manage workload efficiently in a busy office environment. The ability to handle confidential matters with discretion. A willingness to receive further training as appropriate to the position. A willingness to undergo relevant qualification in First Aid.	Excellent word processing and IT skills. A knowledge of SIMS or other school information systems
<b>Experience</b>	Have relevant experience in administration systems. Have good knowledge of ICT. Be highly motivated and able to use their own initiative. Be able to work independently and as part of a team. Be positive, well organised and energetic, with a good sense of humour. Have a desire to make a positive difference to the lives of young people.	Working in a busy school office
<b>Other</b>	Willing to work flexibly as the needs and demands of school fluctuate. Adaptable and sensitive when dealing with challenging and sometimes demanding situations with the ability to be reflective and self-critical and to respond to feedback understanding the need for confidentiality. A nurturing nature which will support and develop the wellbeing of all pupils. Strong working ethos with a high level of commitment to the school and its values. Ability to work effectively as part of a team and form positive relationships with pupils, parents and carers, colleagues and the wider community.	

## 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.
- To fully comply with the Health and Safety at Work Act 1974 etc, the School's Health and Safety Policy and all locally agreed safe methods of work.

## Key Stakeholders:

**Internal – Operations Manager, Office Manager, Support Teams, Teachers, SLT, Pupils**

**External – School Support Centre (SSC), Contractors, parents & visitors**

**Signed .....**

**Print Name .....**

**Dated .....**