**Job Description: Receptionist**

**Job Title:** Receptionist

**Job Grade:** Band 1 Mid

**Job Salary:** £17,364

**Responsible to:**  Administrator, Headteacher

**Hours/Weeks:** 37 hours per week, 38 working weeks per year.

**Location:** Market Field School

**Job Purpose:**

* To perform an efficient and effective reception service.
* To provide administrative support to the school’s stakeholders

**Key Responsibilities**

* To act as first point of contact for the school, welcoming all visitors and pupils.
* Manage incoming telephone calls and directing enquiries to relevant departments.
* Ensure the safety and security of the school to include managing visitor sign in.
* To provide an efficient service to the school’s visitors and pupils to include providing appropriate information and advice.
* Receive, sort and arrange for the distribution of all deliveries.
* To assist with the ordering of office stationery and resources ensuring that stock levels are maintained.
* To be a key point of communication for parents with regards to receiving and passing on information.
* To ensure that the reception is fully operational throughout the working day.
* To provide administrative support as required.
* To book and arrange meetings.
* Provide hospitality to include refreshments to school visitors.
* To ensure the reception and main office is a tidy, professional and welcoming environment.

**General**

* 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 trust’s Equal Opportunities Policy
* The Board of Directors is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post

**Person Specification: Receptionist**

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|  | **Essential** | **Desirable** | **Method of Assessment\*** |
| **EDUCATION/QUALIFICATIONS** |
| GCSE Maths and English | ✓ |  | AC |
| Business administration or customer service qualification |  | ✓ | AC |
| ICT skills and knowledge to include Microsoft Office products. | ✓ |  | AI |
| **KNOWLEDGE AND EXPERIENCE** |
| Experience of working in a customer service environment | ✓ |  | AIR |
| Experience of operating administrative systems | ✓ |  | AIR |
| Experience of working in a school environment |  | ✓ | AIR |
| **SKILLS, BEHAVIOUR AND QUALITIES** |
| Excellent interpersonal and communication skills | ✓ |  | AI |
| Excellent customer service skills with the ability to use discretion, patience, tact and confidentiality | ✓ |  | AIR |
| Cooperate and works well with others | ✓ |  | AIR |
| Strong organisational and time management skills | ✓ |  | AIR |
| Ability to use own initiative and be self-motivating | ✓ |  | AIR  |
| The ability to work well under pressure and manage conflicting demands. | ✓ |  | IR |
| Flexibility and willingness to be adaptable. | ✓ |  | IR |

**\*Method of Assessment**

Key: A= Application, I=Interview and Assessment, R=Reference, C=Certificate