



# The Ongar Academy

<b>Job Title</b>	<b>Receptionist</b>
<b>Grade</b>	Band 2, Points 3-6
<b>Reports to</b>	HR and Administration Manager
<b>Liaison with</b>	Headteacher, teaching staff, support staff, parents/carers, students, visitors, external agencies, governors
<b>Job purpose</b>	To provide a professional and clerical service to the school
Duties	<ul style="list-style-type: none"> <li>To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate ensuring they are passed on to the relevant member of staff.</li> <li>To ensure school security arrangements are always complied with, including the issue of visitors' badges and signing of the visitors' book.</li> <li>To accept and sign for deliveries as appropriate</li> <li>To make calls to parents/carers at the request of teachers</li> <li>Trouble shooting problems/issues for parents.</li> <li>To ensure that the reception area is always manned, is welcoming, tidy and has up to date material available.</li> <li>In the absence of the First Aider, to liaise with parents regarding students' sickness/injury.</li> <li>To assist with general welfare of students.</li> <li>To pass on any monies received for lunches, trips, school photographs etc.</li> </ul>
Reception	
Clerical	
General	<ul style="list-style-type: none"> <li>To undertake general clerical and admin support as required</li> <li>To access information on the ARBOR system for telephone numbers and contact details.</li> <li>To offer support to teachers for miscellaneous actions including locating teachers, students etc.</li> <li>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.</li> <li>To comply with individual responsibilities, in accordance with the role, for health &amp; safety in the workplace</li> <li>Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy</li> <li>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</li> </ul> <p>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</p>

## PERSON SPECIFICATION

General heading	Detail	Examples
<b>Qualifications &amp; Experience</b>	Specific qualifications & experience	Experience of reception work/school office work Educated to NVQ Level 2 or equivalent Completion of DCSF Induction programme
	Knowledge of relevant policies and procedures	General understanding of the operation of a school
	Literacy	GCSE English Language Grade C or above Good reading and writing skills
	Numeracy	GCSE Mathematics Grade C or above Ability to count and undertake basic calculations
	Technology	Ability to use photocopier Ability to use word processor
<b>Communication</b>	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
<b>Working with children</b>	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
<b>Working with others</b>	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
<b>Responsibilities</b>	Organisational skills	Good organisational skills
	Line Management	N/A
	Time Management	Ability to manage own time effectively
	Creativity	Ability to follow instructions
<b>General</b>	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