



Job Description & Person Specification

Position: Receptionist

Job Purpose	To provide a professional and clerical service to the school
Duties	<ul style="list-style-type: none"> 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. To ensure school security arrangements are always complied with, including the issue of visitors' badges, and signing of the visitors' book. To accept and sign for deliveries as appropriate. To make calls to parents/carers at the request of teachers Trouble shooting problems/issues for parents. To ensure that the reception area is always manned, is welcoming, tidy and has up to date material available. In the absence of the First Aider, to liaise with parents regarding students' sickness/injury. To assist with general welfare of students.
Clerical	<ul style="list-style-type: none"> To undertake general clerical and admin support as required To access information on the Arbor system for telephone numbers and contact details. To offer support to teachers for various things including locating teachers, students etc.
General	<ul style="list-style-type: none"> Take personal responsibility for identification of learning, development, and training opportunities in discussion with your line manager. Comply with individual responsibilities, in accordance with the role, for health & safety in the workplace. Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, currency, and security of information as appropriate. Take personal responsibility for all personal data within own working environment. Ensure that all duties and services provided are in accordance with the Trust's Equality & Diversity Policy. Bridge Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All Staff are expected to confirm they have read and understood KCSIE part one, annually each September.

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. This job description will be reviewed periodically and may be subject to amendment or modification at any time after consultation with the postholder.



PERSON SPECIFICATION

Qualifications & Experience	
Specific qualifications & experience	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• General understanding of the operation of a school.
Literacy	<ul style="list-style-type: none">• GCSE English Language Grade C or above.• Good reading and writing skills.
Numeracy	<ul style="list-style-type: none">• GCSE Mathematics Grade C or above.• Ability to count and undertake basic calculations.
Technology	<ul style="list-style-type: none">• Ability to use photocopier.• Ability to use word processor.
Communication	
Written	<ul style="list-style-type: none">• Ability to complete basic forms.
Verbal	<ul style="list-style-type: none">• Ability to exchange routine verbal information clearly with children and adults.
Languages	<ul style="list-style-type: none">• Seek support to overcome communication barriers with children and adults.
Negotiating	<ul style="list-style-type: none">• Ability to negotiate effectively to achieve best outcomes.• Ability to manage difficult or controversial exchanges.
Working with children	
Behaviour Management	<ul style="list-style-type: none">• Understand and implement the school's behaviour management policy.
SEN	<ul style="list-style-type: none">• Understand and support the differences in children and adults and respond appropriately.
Curriculum	<ul style="list-style-type: none">• Basic understanding of the learning experience provided by the school.
Child Development	<ul style="list-style-type: none">• Basic understanding of the way in which children develop.
Health & well being	<ul style="list-style-type: none">• Understand the importance of physical and emotional wellbeing.
Working with others	
Working with partners	<ul style="list-style-type: none">• Understand the role of others working in and with the school.



Relationships	<ul style="list-style-type: none">• Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults.
Teamwork	<ul style="list-style-type: none">• Ability to work effectively with other adults in the school.
Information	<ul style="list-style-type: none">• Ability to provide timely and accurate information.
Responsibilities	
Organisational skills	<ul style="list-style-type: none">• Good organisational skills.
Line Management	<ul style="list-style-type: none">• N/A
Time Management	<ul style="list-style-type: none">• Ability to manage own time effectively.
Creativity	<ul style="list-style-type: none">• Ability to follow instructions.
General	
Equalities	<ul style="list-style-type: none">• Demonstrate a commitment to equality.
Health & Safety	<ul style="list-style-type: none">• Basic understanding of Health & Safety.
Child Protection	<ul style="list-style-type: none">• Understand and implement child protection procedures.
Confidentiality/Data Protection	<ul style="list-style-type: none">• Understand procedures and legislation relating to confidentiality.
CPD	<ul style="list-style-type: none">• Be prepared to develop and learn in the role.

There is a confidentiality component in this role and the post holder needs to hold the trust and confidence of both students and teachers. He/she may acquire information on child protection/ family sensitive issues which must be treated carefully and appropriately.

NOTE:

All staff at Moulsham High School are expected to:

- participate in the performance and development review processes, taking personal responsibility for identification of learning, development and training opportunities in discussion with their line manager;
- 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 school's Equal Opportunities Policy.

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.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

(March 2024)