

Brentwood Ursuline Convent High School



School Receptionist Job Description

Job Title	Receptionist – Secondary
Grade	2020 Scale 3 (Point 4-5)
Reports to	School Business Manager
Part-time	4.5 hours per day, 22.5 hours per week over 5 days. Initial working pattern likely to be 8.00 am – 12.30 pm daily (with no break) Term time (which includes 5 Inset days)
Liaison with	Teaching staff, support staff, pupils, parents, visitors, contractors
Job Purpose	To provide a professional receptionist service to the School
Duties	<p>Reception:</p> <ul style="list-style-type: none">• To be the first point of contact for both telephone, email and face to face enquiries and take messages where appropriate.• To ensure school security arrangements are always complied with, including the issue of visitor's badges and signing of the visitors' book, usually via the Vericool system but on paper where required.• To accept and sign for deliveries as appropriate.• Calling for SLT support to requested classrooms as necessary.• Calls to parents/carers at the request of teachers.• Trouble shooting problems/issues for parents.• Managing calendar and keys of centrally booked meeting rooms• Logging of spare classroom/meeting room keys used by staff and visitors teachers.• To monitor the CCTV• To keep staff car list up to date• To liaise with appropriate staff with regard to checking id of new regular visitors to the school as required.• To ensure Vericool fire drill system is operational and fire box kept up to date on a regular basis. To print out list for fire/emergency box in the event of an alarm. <p>Welfare:</p> <ul style="list-style-type: none">• In the absence of the First Aider, to liaise with parents regarding pupils sickness/injury.• To assist with visits from nurse, dentist etc.• To assist with the general welfare of pupils.• To pass on messages etc via the monitor to students. <p>Clerical:</p> <ul style="list-style-type: none">• To undertake typing and word processing as required.

	<ul style="list-style-type: none"> • To undertake filing, photocopying and reprographic work as required. • To be responsible for the sorting and distributing of incoming post and the sending of outgoing post, including the purchase of stamps and crediting of the franking machine. • To provide general clerical support as required. • To offer support to teachers for various things including locating teachers, students etc. • Accessing information on the SIMS system for telephone numbers and contact details. • Upkeep of on-call folder. Photocopying and distributing completed forms.
General	<ul style="list-style-type: none"> • 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 School's Equal Opportunities Policy • 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 • 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.

PERSON SPECIFICATION
Receptionist – Secondary

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