



**JOB TITLE:** Receptionist

**REPORTS TO:** Business Manager

**SUPERVISES:** Not Applicable

**BAND:** 2

#### JOB PURPOSE

To undertake reception and telephone duties, answering enquiries from staff, pupils, parents and the general public. Ensuring all visitors are welcomed and records kept of their arrival and departure.

To retrieve and update information on manual and computer based systems. Contribute to the effective organisation of the school and provide high quality comprehensive administrative, secretarial and clerical support.

#### KEY ACCOUNTABILITIES

- To work as part of a team providing proactive, efficient and effective clerical and administrative support as required.
- To be a point of contact for both telephone and face to face enquiries ensuring that messages and information are taken and dealt with effectively and promptly.
- To exercise initiative and take independent actions in order to deal with telephone enquiries, visitors and emails personally using procedural and organisational knowledge, or connect to the appropriate person in a timely manner and ensure the Headteacher/Deputyhead are informed of urgent/important developments.
- To demonstrate effective communication and engagement with pupils, staff, governors, parents and visitors.
- To ensure that all visitors are welcomed, are provided with a courteous and efficient service, and are provided with hospitality as required.
- To ensure school security arrangements are always complied with, including the issue of visitor's badges and signing of the visitor's book.

- To photocopy documents, fliers and newsletters as and when required.
- To provide a high quality and efficient word processing service which may be of a confidential nature, and to organise and quality check own work.
- To be responsible for the upkeep of the pupil data, including clubs.
- To assist the Headteacher in overseeing attendance through keeping up-to-date records on the Management Information system, providing first day contact home and chasing reasons for absence, sending letters home, producing attendance and punctuality reports and preparing attendance incentives.
- To maintain confidential records and filing, both manual and electronic, to ensure efficient and effective storage and retrieval of information.
- To deal with incoming and outgoing mail and accept and sign for deliveries as appropriate.
- To provide first aid and welfare support for pupils.
- To respond to routine and non-routine correspondence and ensure that it is dealt with in a timely and professional manner.
- To work flexibly and provide cross service cover when fluctuating workloads or staff absences require this and to prioritise effectively to cope with changing priorities that occur regularly.
- To liaise with the Bursar to streamline practices and help to prevent workload peaks.
- To participate in the performance management review process, to take personal responsibility for the identification of learning and development opportunities and reflect on training needs.
- To comply with individual responsibilities, in relation to both employment and service delivery, for health and safety in the workplace and the School's Equal Opportunity Policies.
- 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.
- Be involved in extra curricula events involving parents after school hours.

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

## SAFEGUARDING

West Thurrock Academy is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees to share this commitment.