



Job Description & Person Specification
Receptionist

Job Description	
Job Title:	Receptionist
Pay Grade / Scale / Range:	Grade 3 SCP 5-6
Benefits & Perks:	Occupational pension scheme, occupational sickness scheme, health benefit scheme; full training
Working hours:	<p>36 hours 40 minutes per week</p> <ul style="list-style-type: none"> • Term time only • Part time (3 days per week) <p>Hours: 8am – 4pm</p> <p>Ability to work the hours needed to meet all the demands of the job.</p>
Location:	You may be required to work at any site of the New Bridge Group
Special circumstances:	Some out-of-hours working required at busy times.
Staff responsible to:	Head of Site
Staff responsible for:	None
Accountable to:	Business Manager
Probationary period:	6 months

Job Purpose

Responsible to the Head of Site and accountable to the Business Manager, the post holder will typically have specific responsibilities for the administration of pupil and parent information and will undertake general clerical, administrative and whole school organisational support responsibilities as required and commensurate with the post.

This role has various key tasks which are broken down below:

Reception and Customer Service

1. Welcome visitors to the organisation, ensuring health and safety and safeguarding procedures are followed, such as the signing in/out of a register, issuing badges/passes or escorting visitors as required.

2. Undertake reception duties, answering routine telephone and face-to-face enquiries, taking messages and forwarding them on to the relevant person as required.
3. Undertake front-of-house duties, ensuring meeting rooms are readily available and refreshments are provided for all meetings and training courses.
4. Respond to queries from pupils, parent/carers, staff and external organisations, and for those that cannot be resolved immediately, take messages and forward on to the most appropriate person as required.
5. Undertake word processing including letters, reports, and work which utilises other ICT packages such as databases, spreadsheets, presentations.
6. Responsible for ensuring the parents and visitors noticeboard is kept up to date with all event/training information.
7. Responsible for opening and distributing internal post and ensuring that all external post is posted at the end of the school day.
8. Provide and organise general clerical support as and when needed e.g. photocopying, filing, emailing, collating forms for external visitors i.e school nurses, dealing with mail and responding to correspondence.
9. Develop and maintain a good working relationship with governors, teachers, support staff, parents and the young people.

Administration

10. Provide a dedicated administrative support for bespoke groups, such as word processing including letters, reports and schedules, and work which utilises other ICT packages such as database, spreadsheets, formatting presentations or research on the internet.
11. Be able to create and keep pupil records up to date, accurate and safely stored and ensure that all archived documents are correctly dated and labelled with the contents and the safe storage of such files.
12. Procurement of good and services via the school ordering system, maintain school stock and supplies and distribute as required and return items where necessary.
13. Ensure that a welcome pack and relevant forms are sent to new families in a timely manner.
14. Ensure that the pupil attendance register is printed each day, inform staff teams of any non-attendance and liaise with the local authority regarding attendance for children looked after.
15. Respond to parents in relation to school matters.
16. Support with communications to transport companies.

Standard Duties

17. Understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and promote equal opportunities for all.
18. Uphold and promote the values and the ethos of the organisation.
19. Implement and uphold the policies, procedures and codes of practice of the organisation, including those relating to customer care, finance, data protection, ICT, health and safety, anti-bullying and safeguarding/child protection.
20. Take a pro-active approach to health and safety, working with others in the organisation to minimise and mitigate potential hazards and risks, and actively contribute to security e.g. challenging a stranger on the premises.
21. Participate in and engage with workplace learning and development opportunities subject to the organisation's training plan, working to continually improve own performance and that of the team/Group.
22. Attend and participate in relevant meetings as appropriate and assist with parents' evening and open evenings.
23. Be responsible for own continuing professional development and undertake appropriate courses of training.
24. Maintain confidentiality of information acquired in the course of undertaking duties for the organisation.
25. Undertake any other additional duties commensurate with the grade of the post.

Contacts

Pupils, staff, parents, carers, guardians, governors, outside agencies and visitors to the organisation

Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and post holders to share this commitment. For child protection purposes an enhanced disclosure will be required for this post.

PLEASE SUBMIT EVIDENCE OF PREVIOUS EXPERIENCE, SKILLS AND ABILITIES ONLY AGAINST THE CRITERIA EMBOLDENED BELOW

Person Specification		
Selection Criteria Essential	Selection Criteria Desirable	Assessed By
Education and Qualifications		
NVQ Level 2 in Business Administration	NVQ Level 2 in Business Administration	AF
Literacy and Numeracy Skills		
Willingness to obtain basic first aid certificate	First aid certificate	AF / I
Willingness to undertake fire warden training IHASCO		
Experience		
Experience of working within a school in an administrative/business support capacity		AF / I
Experience of using computer packages for word processing, spreadsheets, databases, emails and researching information		AF / I
Experience of undertaking a wide range of office based administration and clerical tasks		AF / I
Experience of undertaking reception duties and providing high levels of customer care		AF / I
Experience of team-working to work effectively with others and meet deadlines and goals		AF / I
Experience of following instructions, procedures and policies		
Skills and Abilities		

Communication skills to deliver polite, courteous and efficient customer service, in person and over the telephone		AF / I
Written communication skills to take accurate messages, passing them on to others and to take accurate minutes		AF / I
Initiative to respond to unexpected problems using recognised procedures and policies as a guide		AF / I
Organisational skills to work under pressure to complete tasks to deadlines, re-prioritising own workload if necessary		AF / I
Knowledge		
Understanding of the type of activities which take place within the school office and an appreciation of the administration needed to give effective support for the school		AF / I
Understanding of data protection and the need to keep information confidential		AF / I
Understanding why safeguarding is important when working with children and young people		AF / I
Work circumstances		
To work occasionally out of hours to support school functions		I

Abbreviations: AF = Application Form; I = Interview

N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview