

Post Title: Receptionist

Grade: Grade 3

Hours of work: 8.30am – 12.30pm Monday to Friday = 20 hours 38 weeks per year (Term Time only)

Leave to be taken during school holidays

Responsible to: School Business Manager and Headteacher

Job Purpose:

Working in sympathy with the values and ethos of the school:

To be part of the school team, inspiring, motivating and leading by example.

- To work in conjunction with the School administrative team to ensure effective school administration, establishing and maintaining appropriate routines and systems.
- To provide a reception service for visitors, parents, Governors, staff and pupils.

The post holder is responsible:

- To the School Business Manager for day to day duties, the Office Manager will also provide direction on tasks when required.
- For working in conjunction with and interacting on a professional level with the School Business Manager, Headteacher and other members of the School Leadership Team on a daily basis.
- For working in conjunction with teaching and support staff colleagues, seeking to establish and maintain productive working relationships with them, for the overall benefit of school.
- To parents, visitors and pupils of school on a day to day basis.

Key Tasks:

- Provide a professional and welcoming front-of-house service
- Communicate confidently with parents, carers, staff, and external agencies
- Manage a busy reception area, including phone calls, emails, and visitors
- Support the school's communication with families, ensuring information is shared clearly and efficiently
- Undertake a range of administrative duties, including maintaining records and using school systems
- Work flexibly and proactively to support the wider admin team
- Liaise with teachers and the School Business Manager over the arrangements for educational visits, including the arrangement of transport and information to parents (follow up responses), booking coaches and venues. Keep electronic records.

- Receive, check and distribute goods received, working with the School Business Manager to ensure segregation of duties
- Answer the telephone ensuring that all callers are responded to appropriately, and divert calls to other staff as necessary
- Deliver messages to pupils and staff, and to contact parents as necessary
- Deal with incoming and outgoing mail
- Reproduce administrative material using the photocopier, including school policies, trip letters, curriculum letters, etc
- Maintain effective communications with parents when receiving/passing on information between parents and staff
- Undertake other administrative and clerical tasks required by the Office Manager/School Business Manager.
- Undertake other tasks required by both the Office Manager and School Business Manager
- Attend appropriate staff training sessions and staff meetings as required

This job description sets out the main duties of the post at the date when it was written. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.