

JOB DESCRIPTION	
Post Title:	Senior Receptionist
Grade:	Scale 4
Department :	Administration
Responsible to:	Office Manager
Accountable to:	Director of Marketing, Communications & External Affairs
Date:	February 2019

MAIN PURPOSE OF THE JOB

- To be responsible for providing a professional, efficient and flexible high quality reception function in line with the service requirements of a secondary academy:
 - To support the smooth running of a busy academy office.
 - To provide a range of additional administrative duties.
 - To provide first aid assistance to students/staff/others following completion of accredited training.

DUTIES & RESPONSIBILITIES

1. To cover Reception, ensuring that front line enquiries from staff, parents, students and visitors, whether in person, by telephone, fax or email are dealt with, including resolving or passing on complaints to the appropriate member of staff.
2. To ensure that messages are passed on and suitable records maintained of such enquiries, events, messages and appointments.
3. Operating the switchboard, directing calls to all staff, as appropriate, taking accurate and detailed messages.
4. To ensure that all enquiries, as well as the taking and passing on of messages, are dealt with in strict confidence and that information is not disclosed to those persons who should not properly be made aware of such information.
5. To ensure visitors to the academy are welcomed in a professional, polite and friendly manner and adhere to the academy's security policy (e.g. visitors badges, signing in/out etc).
6. Assisting students, parents and visitors to the Academy with interpretation of languages other than English, where appropriate.

7. Supporting the wellbeing of students, which will involve escorting students from their classrooms to the relevant areas and may involve liaising with parents/carers and supervising students until the parent/carer arrives.
8. To respond to first aid requests for students and others as appropriate.
9. To use information technology and word processing equipment to create and maintain computer systems relating to student data and any other information system.
10. To input and manipulate a variety of data on Excel spreadsheets as directed.
11. To word process correspondence, policies and other documents as directed.
12. To undertake general office duties including filing, photocopying and collating documents, opening and date-stamping post, ensuring timely distribution of internal and external mail.
13. To assist the Attendance Officer in obtaining and inputting attendance figures, if required.
14. Dealing with telephone attendance queries as required.
15. Inputting data for student referrals and maintaining accurate manual records, if required.
16. Organising appointments by telephone/letter and any other duties required for student events or other meetings.
17. To top up franking machine, as required.
18. To be a flexible member of the Administration Team, covering colleagues' duties as required.
19. To attend Team and Staff Meetings as required.
20. To undertake appropriate training in order to maintain continuing professional development.
21. Ensuring that all duties and responsibilities are discharged in accordance with the Academy's Health & Safety at Work Policy.
22. Complying with the Academy's Equal Opportunities, Child Protection, Confidentiality, Security and other policies, assisting with their development and promotion within the Academy, reporting all concerns to an appropriate person.
23. Undertaking additional duties and responsibilities that may arise from time to time, commensurate with the scope and grade of the post.

This Job Description is not prescriptive in that the needs of the Academy may change and this could necessitate revision in the future and amendment at any time, after consultation.

EQUAL OPPORTUNITIES STATEMENT

Adhere to the Academy's Equal Opportunities policies and ensure anti-discriminatory practice within the service area.

COMMENSURATE STATEMENT

Undertake any other reasonable duties commensurate with the grade as determined by the manager.

SAFEGUARDING

To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Academy.

Signed _____ Date _____
Postholder

Signed _____ Date _____
Principal / SLT Lead

Person Specification for the Post of Senior Receptionist	
Knowledge	<ol style="list-style-type: none"> 1. Knowledge of word processing, spreadsheets and operating telephone systems 2. Sound knowledge of academy procedures and practices so that internal and external enquirers can be dealt with effectively 3. Working knowledge of data protection legislation.
Qualifications & Experience	<ol style="list-style-type: none"> 1. Extensive experience of receptionist duties. 2. Excellent word processing skills and a basic working knowledge of Excel. 3. Willingness and ability to be trained in first aid and to consequently become a qualified first aider for the academy.
Leadership and Management Framework	<p><u>Achieving Results</u></p> <ol style="list-style-type: none"> 1. Highly developed organisational skills. 2. Ability to maintain effective and accurate records. 3. Ability to work independently and take initiative when appropriate. 4. Ability to determine priorities and deal with conflicting deadlines. 5. Ability to pay close attention to detail. 6. Ability to work under pressure in the Academy environment 7. An understanding of the necessity for maintaining strict confidentiality, where appropriate. 8. Resourcefulness, enthusiasm, patience and a pleasant manner.
	<p><u>Engaging With Others</u></p> <ol style="list-style-type: none"> 1. Excellent interpersonal and communication skills (both oral and written) 2. Assisting with interpretation of languages other than English, where relevant. 3. Ability to deal with staff, students, parents, visitors and outside agencies, including the ability to promote the image of the Academy. 4. Flexibility and ability to work as part of, and contribute to, the academy's Administrative Team.
	<p><u>Valuing Diversity</u></p> <p>Experience, or empathy with, working in a multicultural environment.</p>
	<p><u>Learning Effectively</u></p> <ol style="list-style-type: none"> 1. IT literate and willing to undertake further training as required. 2. A commitment to continuous professional development.
Other	<ol style="list-style-type: none"> 1. A satisfactory attendance record, taking into account individual circumstances. 2. Physically fit to be able to successfully complete first aid training.