



JOB DESCRIPTION

Job Title: Receptionist

Grade: GR2

No of Posts:

Job No:

Division:

Section:

1.0 JOB PURPOSE

- 1.1 To act as Receptionist in the school office, by providing support for a range of office functions

2.0 DUTIES AND RESPONSIBILITIES

- 2.1 Providing reception and switchboard support to the school
- 2.2 Providing clerical support to the school's administrative function
- 2.3 Receiving, signing in and dealing with or directing pupils, parents and other school visitors as appropriate
- 2.4 Taking telephone calls and delivering messages as appropriate
- 2.5 Receiving and sorting incoming mail for delivery to appropriate staff
- 2.6 To sort out registers for 'Give it a Go' (extra curricular activities)
- 2.7 Recording, stamping/franking and posting outgoing mail
- 2.8 Supporting Office Manager with general administration including typing and photocopying
- 2.9 Assisting with the preparation and maintenance of files and pupils records.
- 2.10 Ensuring the staff telephone list is kept up to date and distributed.
- 2.11 Responsible for ensuring that all visitors are made aware of fire alarm procedures and, in the event of a fire alarm ensuring the visitors book is correct and taking a roll call for visitors.
- 2.12 To ensure reception is covered at all times.
- 2.13 To provide cover for the Reprographics and Admin Assistant in their absence.
- 2.14 Deal with deliveries and enquiries from staff, parents, trades people etc.
- 2.15 Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.
- 2.16 To ensure all tasks are carried out with due regard to Health and Safety
- 2.17 To undertake appropriate professional development including adhering to the principle of performance management.
- 2.18 To adhere to the ethos of the school

- 2.18.1 To promote the agreed vision and aims of the school
- 2.18.2 To set an example of personal integrity and professionalism
- 2.18.3 Attendance at appropriate staff meetings and parents evenings
- 2.19 Any other duties as commensurate within the grade in order to ensure the smooth running of the school

**OBSERVANCE OF THE CITY COUNCIL'S
EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

3.0 - SUPERVISION RECEIVED:

3.1 **Supervising Officer's Job Title:** Office Manager and PA to Headteacher

3.2 LEVEL OF SUPERVISION

- 1. Left to work within established guidelines subject to scrutiny by supervisor

PERSON SPECIFICATION

Job Title: Receptionist

Grade: GR2

Method of Assessment (M.O.A.)

A.F. = Application Form; I = Interview; T = Test or Exercise;
P = Presentation

Criteria	Essential	M.O.A
EXPERIENCE (Relevant work and other experience)	Experience in a general administration Environment	AF/I
	Typing experience	AF/I/T
	Experience of Microsoft Word package	AF/I
	Experience of using database applications	AF/I/T
	Experience of reception work	AF/I
SKILLS AND ABILITIES (Eg Written communication skills, dealing with the public)	Able to communicate effectively and accurately both verbally and in writing	AF/I
	Able to communicate in a clear and concise manner both on the telephone and face to face	AF/I
	Ability to write clear, letters and reports	AF/I
	Ability to complete work to the required standards of accuracy and presentation	AF/I
	Able to follow set procedures	AF/I
	Ability to develop and maintain effective working relationships with a wide range of people	AF/I
	Ability to work on own initiative with minimum Knowledge of standard officer procedures	AF/I
	Knowledge of standard office equipment	AF/I
TRAINING	Willing to undertake job related training	AF/I
EDUCATION/ QUALIFICATIONS NB Full regard must be paid to overseas qualifications	A* - C in GCSE English or equivalent	AF/I
	An intermediate or above qualification in word processing/typing skills	AF/I

