

## Receptionist – Job Description

**Post Title:** Receptionist

**Scale:** Grade 3, SCP 3 - 4

**Hours:** 37.5 hours per week, 8.15am to 4.30pm, ½ hour lunch break and 15 minute break in the afternoon. To work during term time including teacher training days plus 5 days to be worked in the summer holiday (40 weeks).

**Salary:** £16,582 - £16,913 Actual Pro Rata Salary

**Reporting to:** Senior Office Administrator

### Main Purposes of Role:

To welcome visitors into the school and provide administrative and clerical functions for the school and its staff. To ensure that you provide the effective and efficient management of the school reception office, including the operation of the switchboard and general administrative tasks to all staff as required.

### Key Accountabilities:

- To manage the school reception office (which involves a wide range of duties including, but not limited to, receiving all visitors, contractors, parents, parcels, as well as dealing with requests and queries from students and staff).
- Provide a friendly, professional and efficient first point of contact to all students, parents, staff, professionals and visitors contacting or visiting the school.
- To keep records of staff signing in and out of school.
- To manage telephone switchboard system (which requires providing a wide selection of information and advice, especially for parents) and to answer, forward incoming calls and administer subsequent messages.
- To manage the main school email mailbox and deal with effectively.
- To keep the school reception area, reception office and kitchen area tidy.
- To welcome and record details of supply teachers, checking their identification, DBS certificates and advise them about the school and the cover lessons they will be teaching.
- To store, distribute and return examination certificates, which will include the effective and efficient filing and record systems.
- To process all outgoing post and keep account of postage costs including use of franking machine (which occasionally involves visiting the Post Office after school in own time enroute home).
- To record and administer student's leaving the school site during the day.
- To record and administer student free meals allocation, to deal with students who have forgotten their lunch or money.
- To deal with any administration and distribution of school photographs as they take place during the school year.
- To support other administration staff when appropriate with data entry.
- To support Attendance Officer/Senior Office Administrator in the management of student registers, attendance and other student-related issues as required. To support/cover the Attendance Officer in relation to day-to-day absences.
- Ensure that all visitors, contractors and professional advisors visiting the school are aware of and comply with the school's safeguarding and health and safety requirements.
- To send messages via the schools management information system (MIS) to parents and carers.
- To provide and maintain catering supplies for meetings and visitors.
- To be First Aid qualified and act as a named First Aider.

***Semper Fidelis – "Always Faithful"***

*Called as God's family we strive to achieve our personal best,  
by living and learning in Christ*

**Other Duties**

To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities to encourage and support staff in their development and training.

All staff in school will be expected to accept reasonable flexibility in working arrangements and the allocation of duties in pursuance of raising student achievement. Any changes will take account of salary/status and will be subject to discussion, in accordance with the guidance note on contractual changes.

The above responsibilities are subject to the general duties and responsibilities contained in the current School Teachers' Pay and Conditions document.

This job description is not necessarily a comprehensive definition of the post. It may, from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.

**Special Conditions:**

Hagley Catholic High School is a member of the Emmaus Catholic Multi Academy Company, which is an equal opportunities employer committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. This position is, therefore, subject to an Enhanced Disclosure and Barring Service check and medical clearance.

## Receptionist – Person Specification

	Essential	Desirable	Evidenced
<b>Experience</b>			
Previous experience desirable but not essential		x	Application and Interview
Demonstrable experience of working with or caring with children of a relevant age		x	Application and Interview
Experience of working in a school would be beneficial		x	Application and Interview
<b>Qualification /Training</b>			
A good general education with maths and English at GCSE C or above, or equivalent	x		Application and Interview
A willingness and motivation to develop own skills and work towards professional training qualifications, First Aid		x	Interview
<b>Practical Skills</b>			
Must be computer literate with experience of Microsoft Office, email and internet	x		Application and Interview
Have excellent customer care skills with a courteous, calm and efficient telephone manner	x		Interview
Ability to work effectively and respond well under pressure, in a calm and professional manner in a busy office environment	x		Interview
Excellent organisational and administrative skills	x		Interview
Have good keyboard skills for accurate computer input and retrieval	x		Interview
Ability to deal with enquiries, correspondence in an efficient and timely manner	x		Interview
Ability to act as a reliable and effective first point of contact	x		Interview
Have a patient and diplomatic manner when dealing with staff, students, parents and visitors	x		
<b>Personal Qualities and Attributes</b>			
Be flexible, cooperative and supportive team player	x		Interview
A knowledge of equality and diversity issues		x	Interview
Be cooperative and a supportive team player	x		Interview
Have effective communication and excellent interpersonal skills	x		Interview
Ability to deal with difficult situations	x		Interview
Ability to understand and relate well to children and adults	x		Interview
Ability to work in a discreet and sensitive manner	x		Interview
Able to work constructively as part of a team, understanding school roles and responsibilities and own position within these	x		Interview
<b>Safeguarding</b>			
To comply with the Schools commitment to the protection and safeguarding of children	x		Interview
To demonstrate understanding of current safeguarding concerns and practices	x		Interview

## Policy Statement On The Recruitment Of Ex-Offenders

In accordance with the Disclosure and Barring Service Code of Practice this policy is made available to all Disclosure applicants at the outset of the recruitment process. The full DBS Code of Practice is available at [www.disclosure.gov.uk](http://www.disclosure.gov.uk)

- ❑ As an organisation which uses the Disclosure and Barring Service (DBS), the School Committee complies fully with the DBS Code of Practice and undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
- ❑ We meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all job applicants will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of convictions cautions and reprimands, as well as 'spent' and 'unspent' convictions. A criminal record will not necessarily be a bar to obtaining a position.
- ❑ We are committed to the fair treatment of applicants, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- ❑ We promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- ❑ All application forms and recruitment information will contain a statement that a Disclosure will be requested in the event of being offered the position.
- ❑ We encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. This information should be sent under separate, confidential cover. The information will only be seen by those who need to see it as part of the recruitment process.
- ❑ At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- ❑ We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- ❑ We ensure that people at the school who are involved in the recruitment process have access to professional advice to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

**Having a criminal record will not necessarily bar you from working at the school.** This will depend on the nature of the position and the circumstances and background of your offences.