

Job Description

Establishment:	Arnold Hill Academy
Post Title:	Receptionist
Grade/Pay Range:	Point 5-7 - £17,049.23 - £17,737.73
Hours/weeks:	Full Time, TTO + 3 weeks: 7:30am to 4:00pm Mon-Fri
Reporting to:	Head Teacher's PA
Department/Team:	Support

Overall Purpose of Post

The Academy Receptionist will act as an initial point of contact for incoming phone calls, visitors, students, staff, enquiries and, as such, must be well-presented with a professional, friendly approach. You will be an essential member of the Administrative Team and contribute towards the smooth running of the Academy. You will have a high level of contact with both senior management and teaching staff.

The Academy is committed to working to best meet the needs of all students and therefore the successful candidate will demonstrate an interest and enthusiasm in supporting young people. The successful candidate will work towards fulfilling the Academy's commitment to a high quality of service and will promote and embody the Academy's ethos – "Be Inspired & Achieve Together"

Overall Responsibility

Specific responsibilities include the following which provides a working framework within which the post holder should exercise initiative and accountability:

- To act as the first point of contact for the Academy: welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner
- Be flexible and highly organised
- Operating the Academy's phone system
- Ensuring the safety and security of the Academy at all times, making sure that entry to the premises is controlled. Ensuring that all visitors sign in and take a visitor badge where necessary
- Receive parcels and deliveries; sort and distribute all packages, deliveries and mail; franking outgoing post and arranging special deliveries when necessary
- Assisting with various administrative tasks and duties, utilising Microsoft Word, Excel, Outlook email and the Academy database (SIMS) when necessary.
- Use SIMS on a daily basis for Academy administration. Training will be provided.
- Managing the duties of the daily student helpers
- Work to deadlines in a calm and confident manner when under pressure
- Communicate with parents regarding all aspects of Academy life, receiving and passing on information between parents and teachers, including phoning parents when necessary
- Ensuring that the reception area is kept clear and tidy
- Administer the distribution and collection of laptop trolley keys
- Assist with Academy events such as Parents' Evenings and Open Evenings
- Communicate with the site team and teaching staff using the two-way radio system
- Understand Data Protection and Confidentiality
- Carry out any such task as shall be deemed necessary to the smooth running of the Academy

This job description is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

Other duties

Undertaking any other duties, which may reasonably be regarded as within the nature and the responsibilities/grade of the post, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate. Specific responsibilities include:

General

- Work in a professional manner and with integrity and maintain confidentiality of records and information
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role
- Be aware of and comply with all Trust policies including in particular Health and Safety and Safeguarding
- Participate in the Trust Appraisal process and undertake professional development as required
- Adhere to all internal and external deadlines
- Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role
- These above mentioned duties are neither exclusive nor exhaustive, the post-holder may be required to carry out other duties as required by the Trust

Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.

Name of Postholder:

Signature:

Date:

Person Spec – Receptionist

Criteria	Essential	Determined by: Interview/Application/ Reference
Professional experience		
Good general education appropriate to the post	✓	A/I/R
Fully competent in the use of Microsoft Office programs – Word, Outlook and Excel	✓	A/I
Knowledge and awareness of current customer service principles and practice	✓	A/I/R
Personal qualities		
Very well presented and personable with a high level of personal integrity	✓	I/R
Calm and flexible approach to workloads with the ability to prioritise and organise own workload	✓	I/R
Genuine enthusiasm and the ability to work well within a wider staff team	✓	I/R
Highly organised and methodical, with excellent timekeeping skills	✓	I/R
Experience and Skills		
Excellent Customer Service Skills; the ability to use discretion, patience, tact and respect for confidentiality in all circumstances; a good command of the English Language; an empathetic approach to different cultures	✓	I/R
A good level of computer skills. Familiarity with Microsoft applications, including: Word, Excel, Outlook and have internet skills	✓	A/I
Excellent organisational skills and ability to prioritise workload, use initiative and be self-motivating	✓	I/R
Excellent interpersonal and communication skills, in person, telephone and written	✓	I
Working on a busy reception	✓	A/I/R

Experience of working in an educational environment is desirable, but not essential. An expectation within our Academy is that all staff take responsibility for safeguarding and promoting the welfare of children and young people. This post is therefore subject to an enhanced DBS Check.