

JOB DESCRIPTION

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| School: | St Clement's High School, part of West Norfolk Academies Trust |
| Job Title: | Receptionist with Administration duties *Temporary 1 year post |
| Grade: | Scale C, Pt 3-4, £9.62-£9.81/hour (£18,562-£18,933/year FTE based on a 37 hour week – please note that the salary will be pro rata) |
| Hours/weeks: | 37 hrs/week, 39 weeks/year (term time +1) |
| Responsible to: | Headteacher Administration Manager |
| Working With: | Administrative Staff Receptionists Teachers Students |

Purpose of the Job

To be the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school, the receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner.

Supporting managers, teachers and students in the school, by undertaking routine administrative, clerical and other duties, with particular emphasis on reception/switchboard duties.

In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work. To provide first aid for students and staff as necessary.

Key Responsibilities

- Completing letters and documentation, which may be of a confidential nature
- Switchboard and reception duties
- Typing and general administration tasks
- Trained First Aider

Accountabilities

- Undertake switchboard, receptionist and messenger duties within the school, in accordance with agreed arrangements. To ensure that the Reception area is staffed at all times.
- Receive and reply promptly to any telephone enquiries and other messages, dealing as appropriate with routine enquiries.
- Ensure that visitors to the school are courteously and correctly received and hospitality provided as required and to deal sensitively with anxious, distressed or impatient callers, whether by telephone or in person and whether students, parents or external visitors.
- Ensure post, both incoming and outgoing, is dealt with promptly and efficiently.
- Ensure the front office is tidy at all times.
- Undertake clerical and administrative duties of a routine nature which could include:

- issuing bus passes
- dealing with lost property enquiries;
- administering medicines in-line with school policy;
- assisting with the preparation of forms, maintenance of records/registers, including student admissions/leavers and student absences;
- taking delivery and signing for goods, checking goods received to orders and signing delivery notes for the Finance Department;
- assisting with the receiving of and storage of supplies and new equipment.
- Provide routine clerical and other assistance in other areas of the school, including the library, resources area, medical area and examinations officer.
- Undertake photocopying, filing, faxing, emailing, type letters and general correspondence.
- Make ID badges for visitors.
- Undertake any other duties that are commensurate with the grade and scope of the post, as determined by the Administration Manager or other senior staff.
- Ensure that all work is undertaken in accordance with agreed policies, procedures and appropriate legislation.
- Act as the first point of contact for emergency services, Police, Social Services and other external agencies etc.
- Adhere to safeguarding requirements in all matters.
- Apply first aid, as appropriate, and undertake first aid training when required.
- Check first aid boxes on a monthly basis.

Job context and flexibility

The duties and responsibilities listed in this job description provide a summary of the main aspects of the role. This is not an exhaustive list and the post holder may be required to carry out other tasks, as deemed appropriate to the grade and nature of the post.

This job description is current at the date indicated below but, in consultation with the post holder, it may be changed by the Headteacher to reflect or anticipate changes in the post commensurate with the grade or job title.

Due to the routine of the school, the workload may not be evenly spread throughout the year. Flexibility of hours, and a flexible attitude and willingness to assist others in the team, when required is necessary.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all children and young people.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced DBS (Disclosure and Barring Service) check.

Where the post holder has a budgetary responsibility, it is a requirement of the role to work within the Academy's financial regulations.

PERSON SPECIFICATION

| Qualifications | Essential | Desirable | How assessed |
|---|-----------|-----------|--------------|
| Level 2 English | ✓ | | Appl/Int |
| Level 2 Maths | ✓ | | |
| First Aid Qualification | | ✓ | |
| A willingness to successfully complete First Aid Training | ✓ | | |
| Qualification in a relevant discipline | | ✓ | |

| Experience | Essential | Desirable | How assessed |
|--|-----------|-----------|--------------|
| Experience of working within a similar environment | | ✓ | Appl/Int/Ref |
| Experience of dealing with matters of a confidential natures | | ✓ | |

| Skills, Attributes and Knowledge | Essential | Desirable | How assessed |
|--|-----------|-----------|--------------|
| Good understanding of, and ability to use relevant technology e.g. telephone switchboard | | ✓ | Appl/Int/Ref |
| Excellent telephone manner | ✓ | | |
| Ability to relate well to students, parents/carers/guardians and other adults | ✓ | | |
| Ability to work effectively under pressure | ✓ | | |
| Ability to prioritise and meet deadlines | ✓ | | |
| Assimilate information quickly and prepare succinct summaries | ✓ | | |
| Good keyboard and ICT skills | ✓ | | |
| Willingness to participate in development and training opportunities | ✓ | | |
| Understanding of school roles and responsibilities | | ✓ | |

| Personal qualities | Essential | Desirable | How assessed |
|---|-----------|-----------|--------------|
| Ambition for self and others | ✓ | | Appl/Int/Ref |
| Genuine concern for others | ✓ | | |
| Decisive, determined and self-confident | ✓ | | |
| Integrity, trustworthy, honest and open | ✓ | | |
| Accessible and approachable | ✓ | | |
| Excellent attendance and punctuality | ✓ | | |
| Excellent interpersonal skills | ✓ | | |

Appl = Application form

Int = Interview

Ref = Reference