

JOB DESCRIPTION

POST: Receptionist
GRADE: Grade 4 pts 7 - 10
LOCATION: Milestone School

JOB PURPOSE

To provide reception cover and support in a busy school office/environment.

MAIN DUTIES AND RESPONSIBILITIES

Under the direction of the Admin Lead/Operations Manager to:-

- provide a warm and friendly welcome to pupils, parents, staff and visitors and deal with their requests in a professional and efficient manner
- answer the telephone in a friendly, professional and efficient manner and record and pass on messages as appropriate
- maintain confidentiality and discretion regarding sensitive information and to ensure that complex queries or issues are conveyed accurately to senior members of staff
- ensure that the reception and waiting areas are maintained to the highest professional standards
- ensure completion of the 'Late Book'
- liaise with and support the Administrator to:-
 - monitor the pupil absence answerphone and update registers accordingly
 - complete a daily check to ensure all class registers have been completed
- comply with the school's safeguarding procedures by ensuring visitors sign in and out, and are provided with the appropriate lanyards
- issue staff ID badges
- manage the entry/exit fob system for visitors and parents
- distribute internal and external post and correspondence as appropriate, and post outgoing mail at the end of each day
- produce and distribute the termly newsletter
- accept and sign for deliveries as appropriate
- liaise with the Finance Team and Premises Team when deliveries arrive
- assist with, and monitor, room bookings
- ensure booking forms are completed for pupil outings
- liaise with health professionals to ensure smooth delivery of pupil vaccinations
- support staff with the school photograph process
- produce school maps and telephone lists

- use RM Integris on a daily basis for school administration
- assist with general admin duties
- answer and forward emails to individuals and whole school in a timely manner
- accurately maintain the school diary
- monitor radio requests e.g., behaviour calls, site requests, first aid
- assist the Premises Team in the event of a fire alarm
- provide administration assistance as required by the Leadership Team
- be familiar with RM Integris and ensure that any messages regarding changes of details (pupils) are passed to the appropriate person
- undertake photocopying as required
- verify, photocopy and email documents to the HR Officer during the interview process
- complete visitor forms and email with verified ID to the HR Officer for recording on the Single Central Record
- keep a list of regular visitors DBS details and verified ID in accordance with Safeguarding
- provide information to new employees on their first day of work
- maintain the staff in-trays
- contribute pro-actively to meetings and discussions as required, and to participate in the whole school team, attending relevant meetings as required
- liaise with SLT to ensure all school policies are relevant and updated as required
- update the school emergency plan
- liaise with SAND and Local Authority as necessary
- liaise with the site team and cleaning staff and inform them of any points when needed

GENERAL

- to maintain confidentiality and discretion regarding sensitive information
- to comply with all necessary policies and procedures relating to child protection, equality and diversity, health, safety and security and reporting all concerns to the appropriate person
- to represent the school at all times in a professional, positive and helpful way
- to be conversant with relevant IT and software, and keep up to date with developments in IT
- to participate in the school's appraisal programme
- to undertake training where this is appropriate
- to contribute pro-actively to meetings and discussions as required, and to participate in the whole school team
- to be compliant with GDPR
- to ensure that all health and safety instructions are followed and that all reasonable care is taken not to do anything that might endanger yourself or others

- to report any health and safety issues to the Premises Team

QUALIFICATIONS/EXPERIENCE

Please refer to the Person Specification

SUPERVISORY RESPONSIBILITY

None

SUPERVISION RECEIVED

Admin Lead/Operations Manager

PRINCIPAL CONTACTS

Staff, pupils, visitors to the school and external stakeholders

SPECIAL CONDITIONS

- where additional cover is required, or overtime is worked by arrangement and agreement, hours worked in excess of the contracted time will be paid on a claim basis (payable one month in arrears)
- this post is term time only including INSET days
- the post-holder will be expected to take holidays when the school is not in session
- occasionally the post-holder may be asked to cover at other schools within the MAT, in which case they will be reimbursed for mileage according to MAT guidance

EQUAL OPPORTUNITIES

The postholder is required to assist in the implementation of SAND Academies Trust equal opportunity objectives and the school's Equal Opportunities Policy.

This job description is not necessarily a comprehensive definition of the role, and the post holder may be required to undertake such other tasks appropriate to the level of the appointment as may be required. The job description may be reviewed annually or earlier if necessary, and it may be subject to modification or amended after consultation with the post holder.

Signed:.....(employee)

Print name:.....(employee)

Signed:.....(HR Manager)

Date:.....

PERSON SPECIFICATION Receptionist (Milestone School)

Criteria	Essential	Desirable
Knowledge, skills & experience	<ul style="list-style-type: none"> excellent Word Processing & Microsoft Office skills a good standard of Maths & English the ability to communicate at all levels with care and discretion (both face to face and by telephone) the ability to prioritise work effectively accurate & methodical working the ability to work flexibly and cooperatively with a whole school approach the ability to maintain confidentiality, particularly relating to staff and pupil information the ability to manage conflicting priorities in a busy setting and remain calm under pressure the ability to deal discreetly with sensitive or challenging situations 	<ul style="list-style-type: none"> experience of operating a small switchboard experience of working in a school or special needs setting experience of working as part of a team experience of reception or administrative work in a school understanding of school's processes experience of working as part of an office team knowledge/experience of RM Integriss knowledge/experience of a Total Communication environment
Personal qualities	<ul style="list-style-type: none"> a positive and helpful personality ability to relate positively to all pupils and colleagues a proactive approach to work the ability to establish effective relationships with those working in the MAT the ability to build and form good relationships with colleagues 	
Knowledge & values of the Trust		<ul style="list-style-type: none"> the ability to understand and contribute positively to a large and complex organisation the ability to identify with the Trust's values & principles

Special conditions	<ul style="list-style-type: none">• where additional cover is required, or overtime is worked by arrangement and agreement, hours worked in excess of the contracted time will be paid on a claim basis (payable one month in arrears)• this post is term time only including INSET days• the post-holder will be expected to take holidays when the school is not in session• occasionally the post-holder may be asked to cover at other schools within the MAT, in which case they will be reimbursed for mileage according to MAT guidance	
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