

# Job Description

**Vacancy Reference No:****Job Title:** Receptionist/Resource Assistant**Job Number:** L3014D**Directorate:** People**Post Number:****Service:** Schools**Grade:** Grade 2**Location:** Manor Park Primary School**Job Purpose:**

To ensure the provision of an efficient and effective reception and clerical support service to the school, and its Leadership Team, ensuring confidentiality is maintained at all times.

**Main Duties and Responsibilities:**

1. Provide a reception service for the school, acting as first point of contact for pupils, parents and visitors, dealing with enquiries as they arise and receiving visitors, ensuring that security procedures are adhered to and the signing in book completed.
2. To undertake clerical tasks on behalf & as directed by the office manager.
3. Make and receive internal and external telephone calls, filtering calls as necessary and taking messages as required.
4. Ensure that the daily post is received & distributed to the appropriate person
5. Undertake the administration of school meal numbers and maintaining computerised records.
6. Organise Cool Milk for Nursery and Reception.
7. Take delivery of parcels as are they arrive, checking the goods against the relevant paperwork before distributing them.
8. Undertake photocopying, laminating of information as directed.
9. Contact parents (or the emergency contact) to advise when their children are sick or injured.
10. Maintain and update filing and pupil record systems, ensuring that emergency contact details are up to date and consent forms for pupils have been received and filed appropriately.
11. Undertake an annual review to discuss achievements against job description and identify areas of training needs.
12. Maintain records for after school clubs & check registers are correct when returned to the office after club registration.

13. Administer First Aid as and when required.

14. Any other duties and responsibilities within the range of the salary grade.

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All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

This job description may be amended at any time, following consultation between the School Business Manager or Headteacher and the Post-holder. It will be reviewed annually.

**Responsible to:** School Business Manager

# Person Specification

<b>Job Title:</b>	Receptionist/Resource Assistant	<b>Job Number:</b>	L3014D
<b>Directorate:</b>	Children, Learning and Young People	<b>Post Number:</b>	
<b>Service:</b>	Services for Schools	<b>Grade:</b>	Grade 2
<b>Location:</b>	Manor park Primary School		

	Job Requirements
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• An understanding of administrative procedures.</li> <li>• An ability to use all office equipment within the context of Health and Safety Regulations.</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Provide an excellent front of house service</li> <li>• Receive and welcome visitors &amp; other stakeholders to the school in a warm &amp; friendly manner</li> <li>• Able to recognise the importance of directing telephone calls, emails &amp; other face-2-face enquiries to the correct person</li> <li>• Able to understand the importance of confidentiality</li> <li>• Able to be a supportive member of a team &amp; be proactive in supporting colleagues when there are fluctuations in workload</li> <li>• Able to communicate, and enjoy working, with children in a sensitive and caring manner within a multicultural setting.</li> <li>• Able to prioritise and organise workload to meet deadlines and remain calm under pressure.</li> <li>• Able to liaise and communicate effectively with staff, parents, children and others by telephone and on an interpersonal level, to obtain and give information in a courteous way and to resolve queries and filter callers where appropriate.</li> <li>• Able to sort, identify, classify, record and file accurately in alphabetical, numerical and subject order.</li> <li>• Able to record and present information in a neat and legible way.</li> <li>• Able to support the provision of secretarial services, e.g. maintain diary, book appointments, take messages and arrange meetings.</li> <li>• Able to stay calm with difficult visitors and follow agreed guidelines for such situations.</li> <li>• Able to operate office equipment</li> <li>• Able to recognise the importance of, and maintain security and confidentiality within, the guidelines of the Child Protection Act.</li> <li>• Able and willing to undertake staff training and development courses.</li> <li>• Possess a good sense of humour.</li> </ul>
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<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Proven clerical background covering activities such as filing, maintenance of records, using the telephone, dealing with people.</li> <li>• Maintenance of financial records and cash handling.</li> </ul>
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<b>Educational:</b>	Good level of education including English & Maths
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<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li> </ul>
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Updated 17<sup>th</sup> March 2009