

# Job Description

**Vacancy Reference No:**

<b>Job Title:</b>	Receptionist	<b>Job Number:</b>	A5779
<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>	Templars' Primary School		

**Job Purpose:**

Under the direction of the School Business Manager, be the first port of call for visitors, phone calls and staff queries. To play a pivotal role in contributing to the smooth and efficient running of the office, providing an efficient and effective reception ensuring confidentiality is maintained at all times.

**Main Duties and Responsibilities:**

- Provide a professional front of house service being the first point of contact for all visitors and calls to the school, meeting a greeting in a polite and proficient manner.
- Answer telephone calls, retrieve and action messages from the answerphone, passing on messages promptly to staff and parents.
- Make appointments as necessary, maintain both manual and electronic office diaries.
- Ensure security and safeguarding procedures are followed for all visitors.
- Ensure all school visitors sign in using the electronic sign in system.
- Check school emails regularly, and action as required
- Liaise with Home School Liaison Officer re: late children and absentees daily.
- Be responsible for collating dinner numbers and communicating to the kitchen.
- Produce relevant reports and registers for catering staff, lunchtime supervisory assistants and admin team
- With support from the Catering Manager update pupil menus with changes as required including dietary requirements etc.
- Ensure fire registers/first aid lists are up-to-date and circulated.
- Ensure office iPad is regularly charged.
- Set up Parents evening using electronic system.

- Be responsible to collating and reporting information for Fruit schemes.
- Send correspondence to parents and staff via email, text or letter, using schools systems.
- Make calls to parents as required – ie to collect a sick child.
- Photocopy and collate as required.
- Be responsible for dealing with the daily distribution of post both incoming and outgoing.
- Receive and accept deliveries according to office procedures.
- Ensure the tidiness and general appearance of the Reception Area is maintained to a high standard.
- Maintain the parents information board within the school premises, displaying information of interest to parents such as weekly newsletters, menus etc.
- Maintain the confidentiality of information and the security of the office systems, records, files and equipment in line with the data Protection Act.
- Attend training courses as and when required.
- Any other duties and responsibilities within the range of the salary grade.

---

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  
**Reviewed:** November 2021

# Person Specification

<b>Job Title:</b>	Receptionist	<b>Job Number:</b>	A5779
<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>	Templars' 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>Able to be a supportive member of a team.</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 such as photocopiers, printers etc.</li> <li>Able to recognise the importance of, and maintain security and confidentiality within, the guidelines of the Child Protection Act.</li> <li>Have knowledge of GDPR.</li> <li>Able and willing to undertake staff training and development courses.</li> <li>Possess a good sense of humour.</li> </ul>
------------------------------	--

<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> </ul>
--------------------	--

<b>Educational:</b>	<ul style="list-style-type: none"> <li>Good level of education</li> </ul>
---------------------	---

**Special  
Requirements:**

- This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Disclosure and barring Service check will be required prior to appointment.