**JOB SPECIFICATION**

**Job Title: Receptionist**

**Job Purpose:**

To be responsible for the organisation and development of front of house

processes within the school to benefit student learning and staff efficiency. As an essential member of the team, you will keep abreast of developments in your key areas and think creatively and constructively to ensure students, staff and visitors receive the highest standards of customer service.

**Responsible to:** SMT & Office Administrator

**Salary:** KR3 - £19293 (£16668 pro-rata)

**Hours:** 37 hours per week over 5 days, 8:00am – 4:00pm

39 weeks per year

**Working in the Simon Langton Schools and contributing to the Langton Ethos**

Whatever your role in the school, as amember of the Langton staff you play a part in supporting the teaching and learning aims of the school and in encouraging the personal development of all students.

 For all members of Langton staff our fulfilment is gained through participating in the life of the school and observing the impact we have on our students. We are working to help all our students to develop a sense of identity which will help them to become independent and autonomous adults with the personal resilience and intellectual courage to lead successful and meaningful adult lives.

**Our contribution to Langton students**

The Langton Ethos is a guideline which describes the attitudes of fulfilment, belonging and, above all, the sense of wonder we hope to develop in our students. These attitudes can be described simply:

**Fulfilment** Fulfilment involves achievement but this is not simply achievement in examinations and tests. It may refer to the sense of fulfilment gained through participation in any one of the huge range of opportunities made available to our students.

**Belonging** Meaningful achievement in school helps a student to develop a sense of identity, both as an individual and within the context of the Langton Ethos and, in turn, this sense of belonging gives rise to greater levels of commitment, achievement and success.

**Sense of** We encourage our students to ask big questions that address the complexities of the

**Wonder** universe, the world and the human condition. Our vision is for students to be struck

 by sensations of humility, awe and wonder at the scale of the universe, the

 complexity of life and the significance of human thought, encouraging in them

 reflection and profound contemplation that they may consider and appreciate the

 value of life and how it can be meaningfully lived.

**Required experience**

* Experience of working on a busy reception and good administration skills

**Desired experience**

* Experience of reception duties along with good customer service skills
* A good knowledge of computer applications – including Word/Excel/Powerpoint/Outlook

**Qualifications**

* GCSE pass Maths and English

**Essential skills**

* Good communication skills – both written and verbal
* Excellent organisational skills and the ability to work on multiple tasks
* Good customer service skills
* Completer finisher
* Competent IT skills
* Good team player

**Essential personal attributes**

* A mature and professional approach based on integrity and the respecting of confidentiality at all times
* Exceptional attention to detail
* Ability to adapt to change and be flexible as the school develops
* A desire for continuous improvement
* An ability to work under pressure while at the same time maintaining a good sense of humour

**Areas of responsibility**

* Provide an efficient and professional reception service - greeting visitors, staff and students and ensure they sign in / out in accordance with school procedures.
* Answer enquiries received in person / by phone or via emails – responding to queries / relaying messages and acting on instructions as needed and referring on where appropriate.
* Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required.
* Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry / filing/photocopying.
* Ordering stationery items and maintaining an appropriate stock of items in the stationery cupboard.
* Collecting in items of lost property and dealing with them in the appropriate manner.
* Any other duties as reasonably requested by the Line Manager or Headteacher.

**Support for the School:**

* To be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person.
* To contribute to overall ethos, work and vision statement of the school.
* To undertake broadly similar duties commensurate with the level of the post as required by the Headteacher.