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| Role Title | **Reception Manager** |
| Job Purpose- general | To be the welcoming face of Sandwich Technology School, to deal with visitors and enquiries on the telephone and face-to-face and to disseminate information regarding the School to the general public, parents and students.  In common with all staff:   * Act as a positive role model for the students and as an ambassador for the school at all times. Be fully aware of, and act on, child protection procedures whenever necessary and ensure all activity is in tune with the whole school development plan and the staff code of conduct. * To participate in meetings, training other staff development and CPD activities and performance development as required. * To be aware of and comply with all school policies and procedures including child protection, health and safety, security, confidentiality and data protection.   As a team leader:   * Manage, develop and lead a team based around providing essential services that enable the school to fulfil its core purpose. * Provide direction and focus across their team. * Ensure their team’s activity is in tune with the whole-school strategic plan through performance/line management, by evaluating their team’s performance, identifying areas for improvement and working towards these improvements. * Act as a conduit between SLT and their team members, facilitating efficient and affective work.   Liaising with:   * Headteacher, School Business Manager, and other staff where relevant. |
| Job Purpose - specific | * To be the first point of contact for all incoming telephone calls, redirecting calls and/or relaying messages as appropriate * To be the first point of contact for all visitors to the school, directing them to the correct destination * Redirecting incoming emails to the appropriate recipients * Line managing and performance managing the Student Receptionist, Admissions Officer, and the Administrative Assistant(s) * Providing a safe environment for visitors, students and staff by ensuring all school protocols are respected and safeguarding requirements are maintained * Ensuring knowledge of staff movements in and out of the organisation * Be part of the schools first aid team * Updating the school’s Information Management System, liaising with the Attendance Office regarding student absences and producing daily fire registers * Supporting the Engagement Support Manager in the Alternative Learning Place and the students attending the Alternative Learning Day * Administration of Free School Meal entitlement * To be the primary person for redaction of information under Subject Access Requests or Freedom of information * Taking receipt of deliveries * General administrative and clerical tasks * Responding to all other enquires/requests for information received via Reception * Ensuring a clear-desk policy is maintained within Reception and that the reception area is always tidy, welcoming and free from clutter * Taking responsibility for GDPR and safeguarding within the reception area * To support colleagues at times of staff shortage or exceptional workload |
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| Line Manager | *Accountable to/line managed by:*  School Business Manager |
| Notes | All job descriptions are current at the date shown, but following consultation with you, may be changed to reflect or anticipate changes in the job, which are commensurate with the salary and job title. Employees will be expected to comply with any reasonable request from the Headteacher to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers. The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. |
| Pay Scale | STS School Range 5 |
| Name |  |
| Signature |  |
| Date |  |