**Job Description: School Office Receptionist**

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| **Base:** | **Bishop Chavasse C of E Primary School** |
| **Salary:** | **Min £18,129 – Max £19,239 (Equivalent to KR4 Grading) depending on experience, pro rata** |
| **Responsible to:**  **Hours:** | **School Business Manager**  **32.5 hours per week, 6.5 hours per day between 9.15am and 4.45pm with 1 hour lunch break. Monday to Friday.**  **Term Time plus 10 days.** |

**Purpose of the Job:**

To provide a polite and friendly initial point of contact for visitors to the School. Good office and ICT skills with the ability to provide an excellent front of house service, whilst dealing with day to day administration of a busy school office. To provide specific clerical and reception functions for the school under the direct instruction of the School Business Manager, Headteacher or senior staff where appropriate, taking a proactive role in relation to the day to day functioning of the school. Welcome all visitors and support the School Business Manager with general office duties, and to be the ‘face’ of Bishop Chavasse for all stakeholders of our school.

**Key duties and responsibilities:**

1. Provide receptionist duties and support the day to day clerical and administrative functions of the school including meeting and greeting, clerical processes, word processing, IT based tasks and the processing of incoming and outgoing mail, both electronic and postal.
2. Produce lists, information and data as requested by the School Business Manager, Headteacher, senior staff or external agencies (e.g. standard/statutory returns).
3. Act as the first point of contact for the school, investigating queries, assessing the nature of telephone calls, referring them to the appropriate person, and receiving visitors in a courteous, prompt and efficient manner, to ensure that staff, service users and members of the public who contact the school are dealt with efficiently and consistently.
4. Managing parental enquiries both telephone and by email of existing pupils, ensuring they are allocated to the correct member of staff and ensuring timely follow up and replies.
5. Organise, manage and maintain after school enrichment clubs and breakfast club bookings, liaising with external providers where necessary, including scheduling.
6. Comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to the appropriate person.
7. Arrange and coordinate appointments and meetings on behalf of the Headteacher, School Business Manager, and other senior members of staff, organising venues and equipment, dealing with relevant documents and taking meeting notes if required.
8. Supporting the teachers with admin tasks to ensure the learning and development of all children is as good as it possibly can be.
9. Supporting the first aider lead administering first aid and stocks of equipment, filing first aid forms
10. To receive post/deliveries, direct items to the appropriate place and dispatch items as requested
11. Staffroom responsibility rota and tidy and maintaining pigeon holes.
12. Develop and maintain manual and computerised records and management information systems.
13. Ensure that the Reception area is neat, tidy and free from clutter and hazards.
14. Ensure that the office is stocked with sufficient office supplies.
15. Management of the tea and coffee fund and purchases.

**Individuals in this role may also undertake some or all of the following:**

1. Assist the School Business Manager with routine clerical tasks as and when required.
2. Assist with admissions and attendance issues when required.
3. Assist with Gate Duty and Walking Bus cover as required.
4. Assist HR and Finance Officer with seasonal returns.
5. Assist with school trip coordination when required.

This job description describes in general terms the normal duties which the post-holder will be expected to undertake. However, the job or duties described may vary or be amended from time to time without changing the level of responsibility associated with the post.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.