

Job Description

Job Title:	Receptionist
Grade:	VIAT 2
School:	Valley Park
Hours:	Monday – Thursday 8.00-4.30pm/Friday 8.00-4.00pm Term Time Only
Reports to:	Office Manager
Accountable to:	Headteacher

1. Job Summary

The School Receptionist is the first point of call for visitors to the school, parents, staff and children. As the ‘face’ of the school the Receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a ‘can do’ approach to work, as no two days are the same within the secondary school setting.

2. Key Working Relationships

- Office Manager
- Admissions and Administration Officers
- Headteacher
- Senior Leadership Team
- Support staff
- Students
- Parents
- Visitors

3. Key Result Areas

a) Main Duties

- Act as first point of contact for all parents and other visitors to the school, and ensure that they are dealt with in a professional manner and in line with the school’s agreed safeguarding policy.
- Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Ensure all visitors sign in/out at reception and comply with school procedures.
- Assist with updating the school website and databases.
- Ensure that all visitors (including contractors) and students arriving late or leaving early comply with school signing in procedures.
- Maintenance of Reception ensuring area is kept in a clean and tidy fashion.

- Operate switchboard and take messages, deal with routine enquiries and re-route to appropriate member of staff.
- Ensure items brought in by parents are passed to Student Support to pass to students.
- Check and sign for deliveries to the school. Sort incoming post and distribute as necessary. Maintain correct labels on staff pigeon holes.
- Welcome and direct supply staff, ensuring they have necessary paperwork for the day.
- Data entry into SIMS pupil database and generation of reports for the Office Manager.
- Support the Admissions and Administration Officers with production of whole school mail shots, reports etc. Send correspondence to parents using Group Call system. Generate SIMs reports, labels and letters. Maintain student birthday records and send birthday cards.
- Once trained, to administer first aid.
- Maintain adequate stock levels of office stationery and re-order consumable as required.
- Participate in the Trust's appraisal process.
- Participate in training/learning activities/performance development as required.
- Attend and participate in relevant meetings as required.
- Carry out any duties commensurate with grade as directed by the Office Manager.

b) Support for the Trust

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to the relevant Trust lead.
- To contribute to overall ethos, work and mission statement of the Trust.
- To undertake broadly similar duties commensurate with the level of the post as required by the Headteacher/Trust Management Group.
- Participate in the school's appraisal process.

c) Safeguarding

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

d) Equality and Diversity

- The Trust is committed to valuing diversity in employment, service delivery practices and its general environment. An expectation of all leadership posts within the Trust is that each individual will take responsibility for promoting inclusive and accessible service provision, staff development and a culture that values and respects difference.

e) Representing the Trust

- To act as ambassador for the Trust, ensuring that the needs and views of the Trust are fairly represented in external (including national and sector) forums and that opportunities are taken to enhance the reputation of the Trust and realise business development opportunities.

4. Statement

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be set out in the above job description, but please note that Valley Invicta Academies Trust maintains the right to update your job description from time to time, to reflect changes in or to your job. You will be consulted about any proposed changes.

Signed:

Date:



Person Specification: Receptionist

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none">• Recognised appropriate qualifications.• A commitment to continuing personal professional development.	
Experience	<ul style="list-style-type: none">• Previous experience of working in an office• Multitasking and working flexibly• Experience of working with people• Demonstrable experience of working with systems and procedures	<ul style="list-style-type: none">• Experience of using databases• Experience of working in a school
Knowledge	<ul style="list-style-type: none">• Awareness of and enthusiasm for VIAT education standards.• Knowledge and awareness of current customer service principles and practice.	
Skills	<ul style="list-style-type: none">• A good level of computer skills. Familiarity with Microsoft applications, including: Word, Excel, Outlook; internet skills.• Excellent organisational skills and ability to prioritise workload.• Excellent interpersonal and communication skills, in person, telephone and written form.• Ability to work independently and as part of a team.• Excellent Customer Service Skills, with the ability to use discretion, patience, tact and respect for confidentiality.	<ul style="list-style-type: none">• Experience of using SIMS
Attributes	<ul style="list-style-type: none">• The ability to communicate effectively with a wide range of people, including children, staff, parents, governors & external agencies and maintain full confidentiality at all times.• Flexibility, initiative and the ability to maintain a positive approach whilst working under pressure.• A warm and welcoming manner.• The ability to manage self & time well.• A positive approach to self-improvement.• Ability to give advice and instruction in a helpful and professional manner.• Helpful, caring, positive and informative.• Able to work as part of a team.	