**The Royal Harbour Academy**

**Job Description & Person Specification: Receptionist**

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| Line Manager: | Office Manager |
| Date: | March 2023 | Grade: | KR3 |
| Hours: | 22.5 Per Week (P/T)37 Per Week (F/T) | Weeks: | 39 Per Annum |
| Working Hours | 22.5 hours (P/T)37 hours (F/T) | Monday to Friday | 08:00am – 12:30pm (P/T)08:00am – 16:30pm (F/T) |

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| 1 | PURPOSE OF JOBTo 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. |
| 2 |  PRINCIPAL ACCOUNTABILITIES* 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.
* Prepare and distribute routine home / school correspondence for approval by Headteacher.
* Assist with the organisation of school trips / clubs – ensuring all required records and permission slips are available to the group leader.
* Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required.
* Maintain school diary and arrange meetings / room bookings / visits from external agencies as required.
* Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry / filing/photocopying.
* Comply with policies and procedures relating to child protection
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| 3 | QUALIFICATIONS* NVQ 2 or equivalent.
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| 4 | EXPERIENCE* Proven administration experience.
* Previous experience of reception work or working in a customer service role.
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| 5 | SKILLS AND ABILITIES* Ability to provide a high level of customer service.
* Ability to deal calmly, tactfully and effectively a range of people.
* Ability to convey information clearly and accurately orally and in writing to a range of people.
* Ability to work in an organised and methodical manner.
* Ability to take personal responsibility for organising day to day workload.
* Ability to work effectively and supportively as a member of the school team.
* Able to use own initiative to solve problems and respond
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| 6 | KNOWLEDGE* Demonstrate a basic understanding of the work of a school.
* Knowledge of a range of computer applications – including work Word / Excel / Powerpoint / Outlook.
* Demonstrate an understanding of confidentiality and child protection issues in a school setting.
* Knowledge of computerised and manual filing systems.
* Awareness of Data Protection and confidentiality issues.
* Staff will be expected to have an awareness of and work within national legislation and procedures relating to Health and Safety.
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| 7 | HEALTH & SAFETY* Employees have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Workers must co-operate with employers and co-workers to help everyone meet their legal requirements.
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| 8 | SAFEGUARDING* All staff are responsible for the safeguarding of children in line with the school’s Safeguarding (Child Protection) Policy. All new staff will be provided with training to enable them to do so.
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**Receptionist – Person Specification**

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| 1. | The ability to communicate effectively with Governors, other school staff and the wider community. |
| 2. | The ability to be patient and remain calm in challenging and busy situations. |
| 3. | A willingness to undergo relevant training, as required, in order to develop further in the role. |
| 4. | An awareness of and ability to maintain the confidential aspects of the job. |
| 5. | A willingness to promote and contribute to the happy atmosphere of the school. |
| 6. | To contribute and be a part of great team environment. |
| 7. | Be honest, reliable and approachable |
| 8. | To have a positive approach to problem solving. |
| 9. | An awareness of relevant school policies and procedures: e.g. Equal Opportunity, Behaviour Anti Bullying school rules, first aid, fire evacuation, Health & Safety and Child Protection |

**Personal Development**

* To assess development and training needs and discuss with line manager.
* To set your own targets before any development activity and review and evaluate the activity after completion, cascading information to the appropriate team when relevant.
* To keep own personal records of all staff development activities in which you are/have been involved.
* To carry out as requested from time to time any other relevant duties as may be reasonably required by the Headteacher and Business Manager.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post. It will be reviewed annually or earlier if necessary. In addition, it may be amended at any time after consultation with you.

Two copies of this job description should be signed, the post holder retaining one and copy held on personnel file.

Employee name: ………………………………………………………………………

Signed: …………………………………………………………. Date: ……………………