



Job Description - Receptionist

Reports to: PA to Principal and Senior Management Team

Location: West Heath School – Sevenoaks

Hours: Term Time: Monday to Friday 8.15am – 4.45pm

Holidays: 10 half days (4.5 hours)

- 1 day February ½ term
- 2 days Easter holidays (1 first week, 1 second week)
- 1 day May ½ Term
- 6 days Summer holidays (3 at the start, 3 at the end)

Main Purpose of the role:

The Receptionist provides a warm and professional welcome to visitors to West Heath School by greeting them in person or on the telephone; safeguarding students, staff and visitors throughout this process. In their role the Receptionist will use a combination of customer service and clerical skills. They are responsible for monitoring attendance/lesson registers in accordance with statutory guidance, ensure smooth running of SEN transport by liaising with the providers, parents/carers and Local Authorities, administrative support to the line manager and the wider staff cohort.

Main Duties and Responsibilities

1. Reception Duties

- Meeting and greeting visitors to the school
- Answering main switchboard, fielding and transferring calls
- Co-ordinating meeting room bookings/school calendar
- Franking post

2. Monitor Student Attendance

- Session attendance (Statutory - AM/PM)
- Missing marks, unexplained absences, incorrect codes
- Minutes late reports
- Student absence
- Run attendance reports on request
- Liaising with Local Authorities regarding the attendance of LAC students

3. Student Transport

- Produce accurate student transport reports
- Produce daily student transport registers (am and pm)
- Update student details as necessary, confirm transport details/arrangements termly
- Liaise with SEN Transport/Taxi companies as required

4. Behaviour Management

- Exclusions – generate correspondence as required and update systems
- Ensure all stakeholders are notified
- Log Exclusions
- File Exclusion Correspondence (electronic)

5. Admin Support (PA to the Principal and Senior Management Team/Teachers/Staff)

- Produce letters for trips, correspondence, reports, labels
- Support colleagues in the Administration team at busy times with overflow work
- Assist with school events e.g. parents evening which on occasion may fall outside of normal working hours.
- General office duties

6. Coordination of the Missing Student Protocol

- Liaise with staff member and Senior Management Team following the Missing Student Protocol until the student is found
- Contacting stakeholders and police as required

7. SIMS

- Update student details as required
- Attendance reports
- Class lists – Updating report termly

Health and Safety:

- To undertake Fire Marshall duties and training in line with school policy
- Working safely and hygienically at all times within Health and Safety Guidelines and Policies

Partnership Working:

- Sustain and develop positive working partnerships with all areas of the Faculty and School
- Implement/monitor and contribute to joint initiatives as required
- To create and develop links between the department and wider school community
- Celebrate and share success with students, colleagues and parents/carers

Equality and Diversity:

- Ensure equality in the workplace regardless of race, age, disability, gender, sexual orientation or religious belief

- Support people to express their individuality and uniqueness in all areas of life

General:

- To act as an ambassador for West Heath School representing the school where necessary at Events and Meetings
- To undertake ongoing continued professional development
- To uphold the values and ethos of the school
- To undertake such duties and responsibilities reasonably consistent with the role as may be required from time to time by the Line Manager
- Follow West Heath School Policy and Procedures, paying particular attention to Safeguarding, Confidentiality & Health and Safety
- To attend regular supervision sessions with Line Manager
- Attend team meetings as required
- Undertake any relevant training as identified

Qualifications and experience required for this role:

See - Person Specification

Note:

This Job Description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify reconsideration of the salary for the post.



PERSON SPECIFICATION: Receptionist

Requirement	Essential	Desirable
1. Qualifications	Minimum 3 GCSEs/ equivalent including English and Maths Grade 9-4 (A*-C)	
2. Experience	Receptionist experience Administrative experience	Experience in an educational setting Working within a SEN environment
3. Knowledge and skills	MS Office – Minimum intermediate level Word, Excel, PowerPoint etc. 50wpm typing (min)	Previous experience of using a School MIS (e.g. SIMS)
4. Competence	Positive impression as primary contact Excellent telephone manner Ability to deal confidentially with queries and difficult conversations Excellent verbal and written communication skills High quality administrative support Effective communication skills Proactive Calm under pressure Confident approach Commitment to safeguarding	
5. Personal Qualities	An effective team player but also able to think and work independently under their own initiative Positive approach to work High standards of integrity and approachability Flexible and collaborative Methodical approach to work Attention to detail Committed to continued professional development	
6. Other		Full Driving License

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