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**Job Description**

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| **School:** | **Meadowfield School** | |
| **Job Title:** | **Receptionist/School Support Officer** | |
| **Postholder’s Name** |  | |
| **Grade:**  **KR5** | **Hours:**  **37 hours per week Term time plus 1 week –**  **08.30am to 16.30pm Monday to Thursday**  **08.30am to 16:00pm Friday** | **Weeks per year:**  **40 weeks per year – Term time + 1 week**  **(required to work all Staff Development Days)** |

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| **Responsible To:** | **Office Manager** |

**Purpose of the Job**

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| To provide an efficient reception service to support the smooth operation of the school and its stakeholders. To lead on transport and Weduc and undertake all administrative tasks associated with the key duties and responsibilities within the Job Description. |

**Key Duties and Responsibilities**

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| **Reception**   * To provide reception cover as follows:   + To ensure that all safeguarding procedures are adhered to regarding visitors and MIDAS users, including checking identification.   + To ensure the safeguarding of pupils by signing pupils in and out of school, liaising with the kitchen to ensure late pupil meal requirements are met.   + To greet visitors and ensure they sign in using the Sign-in App and are given a visitor badge and the correct identification lanyard.   + Maintain the Sign-in App and ensuring adequate supplies of visitor badges and sign-out slips for pupils.   + To notify the relevant person that their visitor has arrived.   + To answer all incoming calls, both internal and external, redirecting/taking messages as necessary, and acting on instructions received. To relay messages to staff and pupils. To ensure the correct message form and/or email are completed and forwarded appropriately.   + Monitor radio calls for support and contact appropriate staff if responses are not confirmed over the radio.   + To ensure that the reception area is tidy and welcoming at all times.   + To ensure the trifold leaflet stand is regularly replenished.   + To ensure the franking machine is adequately funded, purchase top-up credit and liaise with Finance Department.   + To deal with general day-to-day queries from staff, pupils and parents.   + To open and distribute the post and to frank out-going post.   + To receive and sign for deliveries and inform the appropriate person.   + Book rooms for meetings and log on the school calendar.   + Contact parents via telephone calls or send texts as requested by the Office Manager.   **Transport**   * To lead on school transport including: * Daily support to ensure safe pupil transition to transport. * Liaising with school staff located in the car park. * Work with KCC to ensure all transport lists are accurate and reflect the current contracts. * Work with KCC to resolve transport concerns and questions. * Work with parents to resolve transport concerns and questions. * Liaise with school staff and parents to resolve transport related daily issues. * Liaise with transport providers as required.   **Weduc**   * To lead on Weduc, the school’s parent/school engagement platform, including: * Support, maintain and encourage parent engagement with Weduc including initial setup and actively encouraging parent use of this contact platform. * Working with parents and Weduc to resolve use problems. * Support colleagues with the use of this platform and updates. * Complete updates as required. * Undertake training as required.   **General**   * To provide administration support to members of the Senior Management Team. * General administrative and secretarial tasks. * Liaise with parents/carers regarding on-line payments. * Ensure that SIMS is kept up to date with pupil and family data. * Act as Fire Warden and undertake training as required. * To provide cover for other school office staff during absence. * Use of Word / Excel / PowerPoint / Outlook / SIMS / Evolve / Weduc as directed to produce school documentation. * To undertake photocopying, filing and general office duties. * To undertake other appropriate duties as requested by the Office Manager. * To undertake training as required. * To undertake any other duties commensurate with the grade of the post as requested by the Office Manager or Leadership Group.   These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, as determined by Meadowfield School.  In addition to the key responsibilities above:   * Promote and safeguard the welfare of children and young people within the school: * Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. |

**Person Specification**

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|  | **Criteria** | **Essential /Desirable** |
| **Qualifications** | * NVQ Level 2 or equivalent   *Or*   * Qualified by experience with a proven track record of working in a reception or Office Support role within a school environment. | Essential |
| **Experience** | * Proven administration experience. * Previous experience of reception work, preferably within a school setting. | Essential |
| **Skills & Abilities** | * Ability to provide a high level of customer service. * Ability to deal calmly, tactfully and effectively with 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 multi-task. * 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 proactively to unexpected situations. * Personal resilience is essential as well as the ability to maintain a sense of humour. * Maintain confidentiality and be aware of safeguarding criteria to maintain the safety of pupils, staff and information. | Essential |
| **Knowledge** | * Demonstrate a basic understanding of the work of a school. * Knowledge of a range of computer applications – including Word / Excel / PowerPoint / Outlook / SIMS / Weduc; experience would be preferable but not essential. * Demonstrate an understanding of confidentiality and child protection issues in a school setting. | Essential  Desirable  Essential |
| **Personal Qualities** | * Maintain confidentiality and act with integrity at all times * Work in line with school values * Work ethically, transparently, inclusively in an equal and fair way * Willing to provide and receive feedback to identify areas of personal development or process improvements | Essential |