

NORTHFLEET SCHOOL FOR GIRLS

JOB DESCRIPTION

Post: Receptionist & Administrator

Reporting To: Business & Operations Manager

Post Level & Grade: Kent Scheme Grade C
37 hours per week (Term time only)
Monday to Thursday 08:30 – 16:30
Friday 08:00 – 15:30

Purpose:

To provide an excellent, professional front of house service for the school, ensuring all communication is undertaken in a positive manner. To provide an efficient and professional reception and telephone service ensuring that enquiries and visitors are directed to the appropriate member of staff in accordance with school procedures.

Work closely with the wider administration team, in ensuring the relevant and necessary administrative support is provided to all key stakeholders.

Main (Core) Duties:

Receptionist Duties

- Providing a warm welcome to all and a welcoming, tidy environment.
- Answering the telephone, responding to queries where possible and redirecting as appropriate.
- Ensure an excellent 'customer service' is provided at all times.
- Greet visitors in a timely and helpful manner, referring them to correct members of teaching or administration staff for the enquiry or support required.
- Ensuring that messages are relayed to the correct members of staff, via the telephone, email or in person.
- Providing a professional administrative and organisational service to the school.
- Maintaining safety and security by ensuring that all staff and students have relevant identity badges and signing in and out registers for visitors are up-to-date and monitored regularly (including car park permits).
- Work closely with the HR Manager in ensuring visitors are appropriately logged for safeguarding purposes.
- Ensuring procedures for fire or other evacuation are in place in relation to registers for staff and visitors.
- Undertake photocopying as requested ensuring that school images and branding guidelines are maintained, and items are of a good, clear quality and appropriate.
- Being responsible for coordinating both incoming and outgoing post on a daily basis.

Wider administrative duties

- Provide first aid support to students, ensuring accurate records are maintained.
- Undertake photocopying in line with the school's timeframes, ensuring that school images and branding guidelines are maintained, and items are of a good, clear quality and appropriate.
- Liaise with the school's uniform supplier, including supporting with monitoring stock levels.
- Support students who join us during the academic year in ensuring they are aware of our uniform requirements and where to source the individual items.
- Responsible for monitoring second hand uniform stock levels and the distribution of such items.
- Supporting staff with the creation, preparation and delivery of school events and presentations as requested (e.g. parents' evenings, meetings, productions, etc.).
- Being a good role model for behaviours and attitudes with a sense of humour and empathy for young people.
- Promoting activities and events within school.
- Demonstrating good practice with regard to attendance, appearance, punctuality, and behaviours in dealings with staff, students, visitors and all who use the school facilities.

Other

To undertake any other duties that the Headteacher may reasonably request.

Note:

1. The above responsibilities are subject to the standards, general duties and responsibilities contained in the statement of Conditions of Employment, having due regard to the requirements of the curriculum, the school's aims, objectives and schemes of work and any policies of the Governing Body.
2. This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification or amendment at any time after consultation with the post holder.

Knowledge, Skills & Personal Qualities:

Essential	Desirable
Educated to at least GCSE level with good numeracy and literacy skills	Willing to experiment
Good ability to communicate and operate at all levels	Understanding of Child Protection procedures
Excellent organisational skills	First Aid qualification
A positive and enthusiastic approach	A bright, engaging manner, with the confidence and desire to talk to community members.
ICT literate with good skills in Work and Excel	Knowledge of Arbor and other specialist school programmes
Good communication skills both oral and written	
An ability to be flexible, work as part of a team but using own initiative also.	
Committed to own development	
DBS	

Organisation:

Headteacher



Receptionist/Administrator

Signed (Postholder): _____

Date: _____

Signed: (Line Manager): _____

Dated: _____