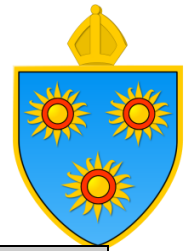


# ST EDMUND'S CATHOLIC SCHOOL

*'A learning community, a faith community, a vibrant, forward looking community'*



## ST EDMUND'S CATHOLIC SCHOOL JOB DESCRIPTION Receptionist

**Salary:** KSB  
**Hours:** 37 hours per week, 39 weeks a year  
**Contract type:** Full Time, Permanent  
**Reporting to:** Deputy Business Manager

### All Staff Responsibilities:

- To be committed to safeguarding and promoting the welfare of children and young people within the school.
- To act in a loyal and professional manner around school and to contribute to the overall ethos/work/aims of the school.
- To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To be aware of and support difference, and ensure equal opportunities for all
- To attend and support appropriate meetings/courses and to undertake any training as deemed necessary to keep abreast of development.

### Duties and Responsibilities:

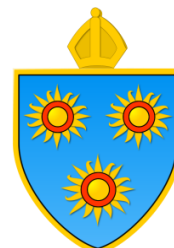
- Provide efficient and professional reception service for school visitors, staff and students.
- Deal with telephone, email and face-to-face enquiries efficiently and in a professional and supportive manner and be able to solve problems confidently.
- To ensure that all visitors are greeted as a priority in a welcoming and professional manner and that they read the Safeguarding information provided.
- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures.
- All visitors wear ID badges and DBS checked visitors to wear appropriate ID badge.
- Check school 'Office' email account and distribute emails as appropriate.
- Post - internal distribution.
- Managing mobile phones and confiscated items.
- Manage the reception diary and arrange meetings, room bookings and visits from external agencies as required.
- To manage and distribute medication to pupils as required, including controlled drugs.
- To undertake any other reasonable tasks related to the post as required by Line Manager/Headteacher

This job description is current at the date shown, but, in consultation with the postholder, it may be changed to reflect or anticipate changes in the job commensurate with the grade and job title.

The job holder may be asked to work at other schools within the Kent Catholic Schools Partnership Trust.

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### PERSON SPECIFICATION

#### Receptionist

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Good general standard of education, preferably to at least NVQ2 or equivalent</li> <li>• First aid at work qualification or a willingness to work towards qualification (appropriate training will be provided as necessary)</li> </ul>	Hold GCSE Maths and English, or equivalent
Specific Skills, Experience and Knowledge	<ul style="list-style-type: none"> <li>• Proven administration experience</li> <li>• Previous experience of reception work or working in a customer service role</li> <li>• Excellent all round Office skills</li> <li>• Ability to use all relevant technology/equipment.</li> <li>• Knowledge of a range of computer applications – including MS Word, Excel, Powerpoint and Outlook</li> <li>• Ability to provide a high level of customer service,</li> <li>• Ability to deal calmly, tactfully and effectively with a range of people.</li> <li>• Ability to convey information clearly and accurately orally and in writing.</li> <li>• Ability to take personal responsibility for organising day-to-day workload.</li> <li>• Understanding of importance of the role with regards to the reputation of the school and how it is perceived by others</li> <li>• Ability to use own initiative to solve problems and respond proactively to unexpected situations.</li> </ul>	Previous experience of SIMS or equivalent
Personal Qualities	<ul style="list-style-type: none"> <li>• Well presented with personable persona with excellent verbal and written communication skills</li> <li>• Excellent telephone manner, with ability to manage those calls of a difficult nature</li> <li>• Demonstrate initiative and high standard of work</li> <li>• Approachable with calm nature, able to manage difficult situations face to face and diffuse conflict situations</li> <li>• Able to work well under pressure and to meet strict deadlines for both you and others</li> <li>• Understanding of need and the ability to always maintain appropriate confidentiality</li> <li>• Well organised and methodical, with an eye for attention to detail</li> <li>• Be able to work as part of a team and to work flexibly to meet the needs of the service</li> <li>• To always be professional and welcoming to visitors and treat them as a priority</li> </ul>	Desire and potential to progress to further promotion