



RECEPTIONIST

VALLEY PARK SCHOOL

JOB DESCRIPTION	
Job Title	Receptionist
Grade	VIAT 2 £23,723 pro-rata
School / Department	Valley Park School
Base	Valley Park School
Hours	Negotiable
Reports to	Office Manager
Accountable to	Headteacher

Job Summary

The School Receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the Receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition, it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same within the secondary school setting.

Key Working Relationships

- Office Manager
- Admissions and Administration Officers
- Headteacher
- Senior Leadership Team
- Support staff
- Students
- Parents
- Visitors

Key Responsibilities

- Act as first point of contact for all parents and other visitors to the school and ensure that they are dealt with in a professional manner and in line with the school's agreed safeguarding policy.
- Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Ensure all visitors sign in/out at reception and comply with school procedures.
- Assist with updating the school website and databases.
- Maintenance of Reception ensuring area is kept in a clean and tidy fashion.
- Operate switchboard and take messages, deal with routine enquiries and re-route to appropriate member of staff.
- Ensure items brought in by parents are passed to Student Support to pass to students.
- Check and sign for deliveries to the school. Sort incoming post and distribute as necessary.
- Welcome and direct supply staff, ensuring they have necessary paperwork for the day.
- Data entry into SIMS pupil database and generation of reports for the Office Manager.
- Support the Admissions and Administration Officers with production of whole school mail shots, reports etc. Send correspondence to parents using Group Call system. Generate SIMs reports, labels and letters. Maintain student birthday records and send birthday cards.

- Once trained, to administer first aid.
- Maintain adequate stock levels of office stationery and re-order consumable as required.
- Participate in the Trust's appraisal process.
- Participate in training/learning activities/performance development as required.
- Attend and participate in relevant meetings as required.
- Carry out any duties commensurate with grade as directed by the Office Manager.

Safeguarding

As a VIAT employee you will commit to safeguarding and promoting the welfare of children and young people.

Equality and diversity

The Trust expects every employee to take responsibility for promoting a culture that values and respects difference.

Statement

The list of duties in this job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

PERSON SPECIFICATION		
AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Recognised appropriate qualifications. <p>A commitment to continuing personal professional development.</p>	
Experience	<ul style="list-style-type: none"> Previous experience of working in an office Multitasking and working flexibly Experience of working with people <p>Demonstrable experience of working with systems and procedures</p>	<ul style="list-style-type: none"> Experience of using databases Experience of working in a school
Knowledge	<ul style="list-style-type: none"> Awareness of and enthusiasm for VIAT education standards. <p>Knowledge and awareness of current customer service principles and practice.</p>	
Skills	<ul style="list-style-type: none"> A good level of computer skills. Familiarity with Microsoft applications, including: Word, Excel, Outlook; internet skills. Excellent organisational skills and ability to prioritise workload. Excellent interpersonal and communication skills, in person, telephone and written form. Ability to work independently and as part of a team. <p>Excellent Customer Service Skills, with the ability to use discretion, patience, tact and respect for confidentiality.</p>	<ul style="list-style-type: none"> Experience of using SIMS
Attributes	<ul style="list-style-type: none"> The ability to communicate effectively with a wide range of people, including children, staff, parents, governors & external agencies and maintain full confidentiality at all times. Flexibility, initiative and the ability to maintain a positive approach whilst working under pressure. A warm and welcoming manner. The ability to manage self & time well. A positive approach to self-improvement. Ability to give advice and instruction in a helpful and professional manner. Helpful, caring, positive and informative. <p>Able to work as part of a team.</p>	