



## **Job Description:**

### **School Receptionist**

**Salary:** KSC

**Hours:** Full time, term time only (*maternity cover*)

**Location:** Maidstone

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### **The School**

For many of the young people referred to The Maidstone & Malling Alternative Provision, education has been an unhappy and unsuccessful experience. Our initial priority is to ensure that a solid, trusting relationship is forged, one where the pupils' voice can be heard and staff can understand some of the challenge's pupils have faced. Our aim is to ensure our pupils learn to believe in themselves, that with our help, guidance and support, they will start to achieve both personally and academically, eventually exceeding all expectations. With new-found confidence, pupils will no longer feel that they are failures, but grow confident with the knowledge that they can be successful and develop a love for learning.

At the Maidstone & Malling Alternative Provision, we have three core values chosen by staff, students and parents in 2022, which reflect our continuing promise to pupils and highlight the character of our school;

- Believe
- Achieve
- Exceed

We expect all staff of Maidstone & Malling Alternative Provision to commit to the chosen core values. Our staff are committed, dedicated and hard-working that work together to ensure that every pupil has a voice, is listened to and is stretched and challenged to achieve the best possible outcomes, preparing them for their next steps and adult life.

### **What we're looking for**

As a member of our school you will be tasked with delivering an exceptional standard of support to our young people, welcoming visitors and be the forefront of our core values. This role represents an exciting opportunity to work as a member of a committed and highly innovative team where collaboration is essential.

### **Why work for us?**

In return we will promise you a stimulating, supportive and rewarding working environment, where all staff are valued and encouraged to take a leading role in the development of MMAP's vision and strategy and contribute to the transformative impact we have on our young people. You will also have the opportunity to access a range of excellent professional opportunities to support your progression.

### **Safeguarding**

The school is committed to safeguarding and promoting the welfare of children, and expects all staff to share this commitment. Everyone who comes into contact with children and their families/carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively, all professionals should make sure their approach is child-centered. This means that they should consider, at all times, what is in the best interests of the child.

### **Main Duties & Responsibilities.**

1. To be the first point of contact for all visitors to the school, delivering a professional and friendly welcome at all times.
2. To manage reception, answering the phone and dealing with all incoming emails.
3. To ensure all visitors and contractors have signed in and wearing the appropriate lanyard.
4. Ensure all visitors present the correct documentation before being allowed to visit the site.
5. Assist in coordinating school visits for parents and students.
6. Establish good relationships with staff, students and the wider MMAP family.
7. To complete all administration tasks accurately ensuring deadlines are met.
8. To be proactive in all tasks undertaken and to use own initiative.
9. To work independently when required.
10. Attend school training and CPD as expected.
11. Be responsible for the emergency evacuation procedures, including sharing information with visitors to the school and new starters.
12. Contribute to and promote, without prejudice, the agreed policies of the school.
13. Any other task reasonably requested by the SLT Team

### **Generic Responsibilities**

1. Engage in safeguarding processes fully and without delay, per school policy.
2. Participate in staff meetings.
3. Maintain order and good standards of behaviour.
4. Support the Senior Leadership Team in promoting the culture of the school to all parties.
5. Promote equality, dignity, and respect.
6. Commit to high professional standards.
7. Manage the health & safety of yourself and others.
8. Support, promote, and positively publicise the school.
9. Work collaboratively with staff at MMAP and other professionals.
10. To complete any reasonable request by your line manager.
11. Embody our core values: Confidence, Acceptance, and Perseverance.

**Person Specification**

<b>Criteria</b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• High Standard of basic education</li><li>• Evidence of Continuous Professional Development.</li><li>• A willingness to undertake further training.</li></ul>	
<b>Experience, Skills and Abilities</b>	<ul style="list-style-type: none"><li>• Excellent inter-personal skills and communication skills</li><li>• Excellent organisation skills</li><li>• Ability to be flexible, and have a can-do attitude</li><li>• Ability to keep accurate records and work to deadlines.</li><li>• Ability to empathise with the needs of vulnerable pupils</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in a similar role or environment</li></ul>
<b>Knowledge &amp; Behaviours</b>	<ul style="list-style-type: none"><li>• Coordinate and manage workload</li><li>• Ability to remain calm under pressure</li><li>• Respects confidentiality and is able to work loyally, as part of a team</li></ul>	<ul style="list-style-type: none"><li>• An understanding of pupil referral units</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Can do attitude</li><li>• Prepared to go the extra mile</li><li>• Professional approach</li><li>• Team player</li></ul>	

Employee Signature:

Date :