**Trinity School, Sevenoaks**

**Receptionist Job Description & Person Specification**

Job Title: Receptionist

Responsible to: School Business Manager

Location: Seal Hollow Road, Sevenoaks, Kent. TN13 3SL

*In everything set them an example by doing what is good. Titus 2:7*

**As a faith school it is our vocation, moral obligation and delight to provide the best possible education for each student as part of a Christian community.**

**All staff will:**

* Play a full part in the life of the school community, support its Christian mission, ethos and policies and encourage staff and students to follow this example.
* Fulfil responsibilities with regards to safeguarding (including reporting concerns to the designated child protection officer)
* Be involved in the school’s community service, as required.
* Model Trinity values to parents and students
* Be positive, dynamic and challenging in all aspects of work
* Foster the school’s inclusive ethos providing a common life based on the Christian family and nurturing everyone regardless of race, gender, sexual orientation, religion or ability
* Share direct accountability for the establishment of Trinity School as an outstanding school
* Take responsibility for their own learning and development
* Develop the skills and talents of other members of the community
* Ensure their own well-being and that of others by establishing an appropriate balance between life and work
* Play an active part in the life of the school and its community
* Develop social cohesion and positive links with the whole of our local community
* Adhere to the school community’s standards, policies, systems and procedures in relation to students, health and safety, personnel and financial management.
* Agree annual performance targets, with a view to own continuous improvement
* Undertake any other duties that may reasonably be required by the Headmaster.

The Governing Board is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced DBS check will be carried out for the successful candidate.

**Job Description**

**Role Purpose**

To be responsible for the organisation and development of front of house processes within the school to benefit student learning and staff efficiency. As an essential member of the team you will keep abreast of developments in your key areas and think creatively and constructively to ensure students, staff and visitors receive the highest standards of customer service.

* Be the first point of contact for the school, dealing with face to face enquiries and welcoming visitors, parents and contractors to the school.
* Manage a busy switch board answering phone calls, dealing with queries, taking messages and passing on messages in an efficient manner to Pastoral team (Student Services).
* Sign pupils in and out and liaise with parents and staff. Manage late book and inform Attendance Officer of changes throughout the day.
* On occasion and if Pastoral team are unavailable telephone parents for children who are unwell to collect or send home ONLY with teachers authority and permission slip.
* Respond to routine emails and letters and proof read any documents to be sent out eg trip letters and Parent Newsletters.
* Send out correspondence and whole school letters to parents via SIMs InTouch.
* Open, sort and distribute/deliver mail and light parcels.
* Arrange for large deliveries to be delivered in school by Facilities team.
* Process and monitor DBS (Disclosure and Barring Service) applications for visitors/contractors and peripatetic teachers, ensuring they are up to date and maintain the Single Central Register (SCR).
* Print ID/lunch cards for staff and students.
* Act as first contact at Muster point during fire evacuation and hand out class registers to form tutors. Ensure daily fire registers ready and available by 9.15am daily. Liaise with Attendance Officer.
* Book prospective parents onto open morning sessions/events.
* Manage the signing in/out of projector remotes and minibus keys.
* Train office staff for reception cover.
* Be available for reception cover for occasional term time leave and busy school events.
* Be aware of and complying with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting any concerns to the appropriate person.
* Be accountable for the Reception area and communication processes within the school.
* Be responsible for your own professional development and accountable through the school’s performance development system.
* Create, maintain and facilitate effective relationships.
* Provide an effective enquiry service for staff and students within the school.
* Provide administrative support and maintain information systems.
* Effectively manage incoming and outgoing delivery and collection of mail and parcels.
* Undertake whole school administration where necessary.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Good basic education to GCSE level | * Grade C or 4 in Maths & English |
| **Experience** | * At least 1 year in reception or office environment | * 1 year in school reception environment |
| **Knowledge** | * MS office (Word & Excel) | * SIMS * Powerpoint * Photoshop |
| Skills | * Excellent inter personal skills * Excellent verbal and written communication skills | * ICT competent * An ability to show innovation and flexibility |
| **General/**  **Personal Qualities/Attributes** | * Smart, business-like, professional appearance * Capacity for hard work under pressure * A team player, collaborative worker * Self-motivated * Ability to contribute greatly to the wider life of the School * Resilient * Strives for excellence in every aspect of school life * Determination and perseverance * Enthusiasm * Passionate * Patience |  |

**Signed………………………………………… Date………………………………………**

**Employee**