**SCHOOL:** **THAMESVIEW SCHOOL**

**JOB TITLE: School Receptionist**

**REPORT TO:**  **Operations Manager**

**GRADE:** KR4

# Purpose: To be the main point of contact, in the School office for students, staff, parents and visitors, ensuring the smooth running of this area and the associated administration services

# Responsibilities/Accountabilities Include:

# Reception Duties

* Act as the main point of contact for the school dealing with enquiries and telephone calls appropriately referring them on when required, and receiving visitors in a courteous, prompt and efficient manner to ensure that staff, service users and members of the public who contact the school are dealt with efficiently and in a professionally consistent manner.
* Maintenance of the IPad signing in system.
* Ensure visitors to the school are correctly vetted, issued with ID, signed-in and relevant staff member notified of their arrival. Liaise with HR Assistants regarding individual safe guarding vetting queries.
* To keep a diary of anticipated visitors as and when notified by staff and set up and maintain a system for the reporting of expected visits to the school in advance.
* To handle the school’s intercom system on the main gate and make announcements on the public address system.
* Be responsible for presentation and organisation of the reception entrance, office and displays.
* To distribute the daily post into staff pigeon holes.
* To prepare the external post for collection, using the franking machine, along with maintenance of this. Visits to the post office may be necessary.
* Lost property, aim to relink items with student if name tagged, remind students to check lost property via tannoy announcement, liaise with welfare and PE manager’s for recycling of unclaimed items.
* Oversee Exclusion Event Support requests from Teachers to ensure an SLT member is alerted and able to support.
* To oversee students signing in/out during the School day and update SIMS with this information to support the Attendance Officer with tracking students.
* To promote the School and colleagues in a positive manner at all times.

**First Aid**

* To be a nominated First aider and act as main point of contact for referred students, liaise with parents and take responsibility for the following first aid duties:
* To keep track of First aid equipment/stocks and order replacement items as necessary, ensuring reasonable stock levels are maintained at all times.
* To be responsible for making sure First aid boxes are complete and available when needed for school trips.
* Ensure sick pupils are referred to the appropriate Welfare Manager.
* To ensure that all accidents and injuries are recorded correctly in the appropriate registers, and theHS157 form is completed fully and passed to the Business Manager to review.

**Administration**

* To carry out the day to day administrative functions of the school office, including clerical processes, word processing, IT based tasks requiring knowledge of the various ICT packages and operation of office equipment.
* To undertake the allocation of free school meals to students, using data supplied by KCC, along with any adhoc FSM forms provided by the Data Manager. Update the student records on Sims and inform the school’s caterer of any changes.
* To issue Sodexo’s “Special Diet Information” form annually (September) to all year groups (apart from Yr7 & Yr12) via parent mail (liaise with HT PA). Update Sims with any returned forms and provide original to Sodexo catering manager. If doctor/dietician confirmation received, update student record on SIMs and provide original to Sodexo catering manager.
* To liaise with the NHS Vaccination Team regarding Vaccination programmes, sending out immunisation forms etc. and liaising with all relevant parties.
* To collate and maintain Medication Plans for students identified as having medical issues, as declared on their admission to the school. This includes taking responsibility for the safe-keeping of student medication, where it is required to be held in school, obtaining and filing the relevant documentation from parent/guardian
* Discuss identified inefficiencies in the administrative functions of the main office with line manager, providing your ideas for improvement.
* Ensure reasonable levels of main office stationery are maintained and complete replenishment orders as necessary.
* To organise and produce all bulk reprographics work for the school and ensure, where necessary, printed stock levels of in-house booklets and forms are maintained and updated annually.
* To be first point of contact for maintenance of reprographic equipment.
* Update student personal information on SIMs where parents notify changes of address, contact number etc, following the appropriate TVS procedures.
* Maintain Meeting room diary, display daily booking schedule and check room is cleared by organiser after use.

**Key Competencies required:**

1. Hold a suitable valid first aid training certificate.
2. Have good interpersonal and communication skills, both oral and written.
3. Good accurate ICT skills including word processing.
4. Experience of working with SIMS and Microsoft packages including Word, Excel and ideally Publisher.
5. The ability to work as a flexible member of a team.
6. Ability to be proactive and work on own initiative.
7. Willing to contribute to the overall development of the school in a positive and committed way.
8. Committed to the professional development of themselves and others.

Notes:

1. To undertake tasks as requested to support the administrative service.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. In allocating time to the performance of duties and responsibilities, the post-holder must have regard to the Conditions of Employment.
3. This job description is not necessarily a comprehensive description of the post. It may be reviewed once a year and it may be subject to modification or amendment at any time after consultation with the post-holder in order to ensure the smooth running of the school.
4. The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

**All support staff are employed under the guidelines of the KCC Terms and Conditions of Employment.**