

# Halstead Community Primary School

# Job Description: Receptionist

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| **Grade:** | **Kent Range 3** |
| **Responsible to:** | **Line Manager** |

## Purpose of the Job

To provide an efficient reception service to support the smooth operation of the school.

## Key duties and responsibilities

1. Provide an efficient and professional reception service - greeting visitors, staff and pupils and ensure they sign in / out in accordance with school procedures.
2. Answer enquiries received in person / by phone or via emails – responding to queries / relaying messages and acting on instructions as needed and referring on where appropriate.
3. Ensure monies received for dinner / clubs / trips are recorded and passed to the relevant person. To liaise with parents about outstanding monies.
4. Prepare registers and update records (eg for school dinners / free school meals / milk lists / breakfast club) and ensure information is shared as required.
5. Prepare and distribute routine home / school correspondence for approval by Headteacher.
6. Assist with the organisation of school trips / clubs – ensuring all required records and permission slips are available to the group leader.
7. Record and post all outgoing mail and receive / open and distribute all incoming mail and deliveries. Track circulation of correspondence in school as required.
8. Maintain school diary and arrange meetings / room bookings / visits from external agencies as required.
9. Undertake a range of administrative tasks to support the efficient operation of the school – including word processing / data entry / filing.
10. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

**Footnote:** This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Person Specification: Receptionist

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

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|  | **Criteria** |
| **Qualifications** | * NVQ Level 2 or equivalent |
| **Experience** | * Proven administration experience. * Previous experience of reception work or working in a customer service role. |
| **Skills and Abilities** | * Ability to provide a high level of customer service. * Ability to deal calmly, tactfully and effectively a range of people. * Ability to convey information clearly and accurately orally and in writing to a range of people. * Ability to work in an organised and methodical manner. * Ability to take personal responsibility for organising day to day workload. * Ability to work effectively and supportively as a member of the school team. * Able to use own initiative to solve problems and respond proactively to unexpected situations. |
| **Knowledge** | * Demonstrate a basic understanding of the work of a school. * Knowledge of a range of computer applications – including work Word / Excel / Powerpoint / Outlook. * Demonstrate an understanding of confidentiality and child protection issues in a school setting. |