

## **Job Description**

**Post title:** Receptionist

**Actual Salary:** £8,500 **Grade:** 2

**Reports to:** Academy Operations Manager

**Working hours:** 22.5 hours per week, term time only

### **Purpose of the role:**

To carry out a range of customer service and administrative tasks to support operational and teaching staff and whole school managers in the following key areas of operation of the school.

### **Main duties and responsibilities:**

- Reception and visitor services
- Telephone and switchboard operator
- To assist with the planning, organising and operating of a high quality reception, telephone and visitor care service to meet agreed academy service standards
- To ensure all telephone and personal enquiries are dealt with efficiently and effectively in a way which promotes a positive image of the academy
- To ensure all visitors to the academy are signed in and made aware of our safeguarding and emergency procedures
- To manage and administer the diary and meeting room booking
- To plan, operate and manage a high quality mail service, ensuring distribution of outgoing mail and parcel deliveries in line with agreed service standards
- To be a main point of contact for school transport issues
- To administer the office emails
- To ensure orders for main reception are processed in the correct way and levels of stock maintained to provide an efficient service
- To meet operational needs and to ensure a high level of service to all staff
- To ensure GDPR compliance in all reception related activity
- Any other agreed duties appropriate to and commensurate with the post

## Person Specification

The following qualities are all deemed fundamental to the requirements of the post. The Trust will, therefore, be seeking evidence of these in the selection process, which will include the application, interview(s) and references.

The Trust is seeking to appoint highly skilled, dynamic, flexible and committed staff with the potential to help us realise our vision and strategic objectives. The appointing panel will, therefore, require sufficient evidence of ability and achievement in each of the following areas in order to make an appointment.

| Category   | Essential | Desirable | Evidence                                  |
|--|-----------|-----------|---|
| <b>Qualifications</b>  |           |           |   |
| Good numerical and literacy skills to GCSE standard or equivalent.   | ✓         |           | Application form                          |
| <b>Experience, knowledge and understanding</b>   |           |           |   |
| Computer literate with experience of Microsoft Office, email and internet  | ✓         |           | Application form / Interview / References |
| Experience of working in a range of administrative tasks   |           | ✓         |   |
| Ability to work effectively and respond well under pressure  | ✓         |           |   |
| Excellent telephone skills   | ✓         |           |   |
| Experience of working in a busy Reception role   |           | ✓         |   |
| Experience of managing face to face communications with a variety of people  | ✓         |           |   |
| <b>Personal attributes and qualities</b>   |           |           |   |
| Good interpersonal and communication skills  | ✓         |           | Interview                                 |
| Good planning and organisational skills with the ability to manage conflicting demands   | ✓         |           |   |
| Able to take initiative/seek advice as appropriate   | ✓         |           |   |
| Flexible and willing to contribute to the success of the team  | ✓         |           |   |
| <b>Other</b>   |           |           |   |
| The post holder will be subject to an enhanced Disclosure & Barring Service check  | ✓         |           | Pre-employment checks                     |
| Prior to confirming an appointment to the Trust, individuals are asked to complete a medical questionnaire in order that the Trust's Occupational Health provider can ascertain their medical fitness for the post | ✓         |           |   |