
JOB DESCRIPTION

JOB TITLE: **Receptionist / Administrator**

Purpose:	To provide a first line reception service to the school and an administrative service for staff, students, visitors and community contacts
Reporting to:	Operations Manager
Responsible for:	No line Management responsibilities.
Liaising with:	
Working Time:	37 hours per week Term time only, Temporary Equivalent to 38 weeks
Grade:	Grade 4 points 6-8
Disclosure level	All positions are subject to an enhanced DBS check as standard practice.
Date	September 2022

MAIN (CORE) DUTIES	
<p>The specific duties and responsibilities pertaining to the Receptionist/Administrator are to be read in conjunction with the School's Attendance Policy, Behaviour Management Policy and related Protocols which should be complied with at all times.</p>	
Receptionist Service	<ul style="list-style-type: none"> To greet visitors in line with school protocols. To administer visitor badges and contact host staff member. To answer phone, deal with queries and direct as appropriate.
Support for Students	<ul style="list-style-type: none"> To monitor and refresh on a daily basis the student signing in/out sheets. To manage the signing in of students arriving late (e.g. when buses are late). To manage the student receptionists – direct the distribution of messages for students (trips, music lessons, detentions, etc). To support safeguarding by dealing with student register queries. To communicate room changes during the school day and particularly during exams. To reprint lost timetables for students To communicate appropriately with parents and students in reception and on the telephone. To act as part of the first aid team supporting first aid from reception.
Support for Staff	
Administration	<ul style="list-style-type: none"> To Ensure the appropriate part time staff and visitors signing in/out sheets are delegated and completed during an emergency/fire drill. To ensure administrative tasks allocated are actioned in a timely and efficient manner. To distribute incoming post and frank outgoing post. To record and store confiscated mobile phones and send letters to parents To update staff telephone lists. To check school comms for messages and forward/action as appropriate. To undertake filing and shredding as appropriate.
Other related duties	<ul style="list-style-type: none"> To ensure that all staff and visitor registers are taken during emergency evacuation.
Essential Skills & Qualification	GCSE English and Maths at C/5 or above.

Essential personal attributes	<ul style="list-style-type: none"> • Ability to work as part of a team and on own initiative and with resilience. • Self-motivating with the ability to multi-task • Good interpersonal skills, and the ability to enthuse and motivate others, and work with people at all levels. • Flexible and adaptable
Practical Skills	<ul style="list-style-type: none"> • Ability to communicate with young people. • Able to build constructive relationships with parents and carers. • Able to gather information and produce reports. • Confident basic user of ICT and willingness to learn new systems. • Good planning and organisation skills and attention to detail • A flexible approach to the management of work. • Excellent communication skills both written and oral and the ability to communicate effectively with staff and students. • Ability to prioritise own workload.
Staff Development	<ul style="list-style-type: none"> • To take part in the school’s staff development programme by participating in arrangements for further training and professional development. • To engage actively in the Performance Management Review process.
EMPLOYEE RESPONSIBILITIES: <ul style="list-style-type: none"> • To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example. • To promote actively the school’s corporate policies. • To comply with the school’s Health and Safety Policy and associated working procedures, undertaking risk assessments as appropriate. • To comply with the School’s Equal Opportunities and Diversity Policy and to ensure that it is implemented within the service area of the post. • To comply with the School’s Data Protection Policy and Code of Practice within the service area of the post. • To support the school in meetings its legal requirements for worship. • To show high expectations of all students and staff; respect for their social, cultural, linguistic, religious and ethnic backgrounds; and commitment to raising educational achievements. • Employees are expected to be courteous to colleagues and provide a welcoming environment to all visitors and telephone callers. • Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. • Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. • The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. 	

HEALTH AND SAFETY

To ensure that all health and safety instructions are followed and that all reasonable care is taken not to do anything that might endanger the postholder or others; to report to the line manager, or person in authority any dangerous situations in the workplace or any perceived shortcomings in health and safety arrangements.

Chosen Hill School operates a No Smoking policy.

SPECIAL CONDITIONS

This job description sets out the duties of the post at the date when it was drawn up, but following consultation with you, may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Some flexibility in the pattern of hours worked is required with a willingness to potentially undertake working outside of the normal daily hours to meet the school needs.

The actual dates that the “plus days” attached to this position will be worked should be agreed following discussion and agreement with the Line Manager.

Chosen Hill School is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

VERIFICATION

I agree that this job description conveys an accurate description of this job.

Agreed : _____ (Postholder) **Date:** _____

Agreed : _____ (Line Manager) **Date :** _____

Agreed : _____ (Business Manager) **Date :** _____