**Job Title:** **Receptionist**

**Pay Scale:** **NJC 5 – 10**

**Location:**  Birley Secondary Academy

**Line Manager:**  **PA to Headteacher**

**Job purpose:**

Provide a comprehensive reception service for the Academy including working with all staff, parents and stakeholders.

**Duties and Responsibilities:**

* Provide 1st level advice and reception service, both face to face and on the telephone, to parents, carers and other callers to the school.
* To ensure that callers and visitors to the academy are dealt with in a friendly and courteous manner and that they or their queries are directed to the appropriate member of staff.
* To ensure that the academy’s standards of customer care are achieved.
* To ensure accuracy and confidentiality in dealing with requests and maintaining records.
* To ensure all post received is handled appropriately and post is ready for collection.
* To ensure all parcels are recorded and dealt with immediately and the relevant person informed.
* To ensure that all reception notice boards are updated in a timely manner.
* To ensure that all allocated regular or scheduled administrative tasks and record updates are performed on time.
* To comply with the appropriate government and academy policies, procedures and systems.
* To follow the requisite procedures and legislation regarding confidential information, e.g. the Data Protection Act and GDPR.
* To be proactive in the implementation of the academy’s Equal Opportunities policy, Health & Safety regulations and Environment Protection policies.

**Influencing and Managing Relationships:**

• Headteacher

• External agencies

• Parents and carers

• Governors

• Senior Leadership Team

• Staff

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and individually take responsibility for doing so.

At L.E.A.D we have a strong vision and four core principles, to lead, empower, achieve and drive, which you will be expected to demonstrate in your working practices.

 **Receptionist Person Specification**

This job description lists the competencies expected of an experienced/fully trained post-holder. The two right hand columns provide guidance for the appointment of new staff. (E = Essential criteria, D + Desirable criteria)

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| --- | --- | --- |
|   | **E** | **D** |
| **Qualifications and Attainments** | * Studied to a minimum standard of GCSE (grade A\* - C), or equivalent, in English and Maths
* Diploma or equivalent in Business and Administration
 |  E  |    D |
| **Skills and** **knowledge**  | * Ability to communicate effectively to a variety of audiences both verbally and written
* Ability to work on own initiative
* Ability to plan effectively
* Ability to manage time effectively and meet deadlines
* Ability to work effectively with stakeholders and within a corporate environment
* IT literate and comfortable using MS Office

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| **Experience** | Understanding of: * Working in a team
* Administration
* Safeguarding and health and safety

Experience: * Working with a variety of stakeholders
* Excellent computer skills and knowledge of software packages
* Experience of undertaking a range of clerical duties
* Experience of a range of computer applications
* Management Information Systems e.g. SIMS, G4S

  |   EE  EEEE   |     D     D  |
| **Personal Attributes** | * Honesty and Integrity
* Discretion
* Flexibility
* Resilience
* Organisational skills
* Excellent telephone manner
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| **Additional Requirements** | * Hold a driving licence and have access to own vehicle
* May be required to work out of school hours to support the Academy
* This role is subject to an enhanced DBS
 |     E |  DD |