



## Job Description for Receptionist/Administrator

**Job Title:** Receptionist/Administrator

**Reporting to:** Office Manager

**Role Purpose:** To maintain the smooth and efficient running of the reception area. To provide an excellent first point of contact to internal and external customers. To offer a high-quality service that is responsive to the needs of the academy.

### **Role Tasks:**

- To act as the first point of contact for all school enquiries either by telephone, email or face to face and ensure the smooth running of the school reception.
- To perform reception duties in an efficient, professional and courteous manner.
- To ensure that the reception area and meeting rooms are kept legal, tidy, informative and welcoming to visitors at all times.
- To record and sign visitors and pupils in and out of the school as and when necessary.
- Issue visitor passes, checking ID and DBS clearance certificate ensuring safeguarding compliance at all times.
- To undertake routine clerical duties, i.e. production of letters, photocopying, producing class lists, mail merge, etc.
- To use various software packages as directed by the school.
- To take all incoming calls to the school, directing callers to the right person, taking accurate messages, and screening calls, prioritising as needed and ensuring all messages are emailed to the right person promptly and accurately.
- Complete and obtain appropriate authorisation for pupils entering and exiting the academy building.
- Receive all parcels ensuring these are delivered to departments as soon as possible via the Estates team.
- Carrying out reprographics efficiently and smoothly to agreed policy within copyright laws as directed by the Office Manager.
- Liaise with appropriate people in the maintenance of reprographics printers.
- Support staff in producing resources for learning and administration.
- Ensure confidentiality at all times.
- To be a member of the academy's administrative team, assisting with other office duties during busy periods.
- To maintain manual and computerised filing systems.
- To keep the list of authorised visitors up to date, liaising with HR and the Business Manager.
- To develop and maintain professional relationships with Managers, Staff and Support Services colleagues to ensure consistency and enhanced service delivery



## General

- To develop excellent working relationships with colleagues internally, centrally and externally.
- To be an effective and flexible member of the Support Services Team, contributing to the successful adherence to Safeguarding Policy.
- To uphold the Academy policies and procedures at all times.
- To ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware and comply with policies and procedures relating to Safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Academy's Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To promote the area of responsibility within the Academy and beyond.
- To represent the Academy at events as appropriate.
- To support and promote the Academy ethos.
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated duties are included in this job description.

Employee Name:

Employee Signature:

Date: