



JOB DESCRIPTION

Job Title:	Receptionist
Grade:	D (17,189 pro rata)
Responsible To:	PA to Vice Principals and Administration Team Manager
Working Hours:	25 hours per week (Term Time) plus an extra bank of hours to be worked outside of core term time, ie during school holidays and evenings as required.
Working Times:	8.30 until 4.30 Full-Time Part-time either 7.45 am to 12.45pm or 12 noon to 5pm
Functional Relationships:	<u>Internal:</u> Reception colleagues, staff and students <u>Externally:</u> All visitors to the school

Main Purpose of Job

To be a professional, personable and friendly individual to be the 'face of CSIA' for all visitors to the main Reception of the Academy. To ensure all visitors are dealt with in the appropriate fashion and all follow up of enquiries are dealt with. To have an awareness of the academic calendar and all school activities and events through the year.

To work as part of the administration team; undertaking administrative tasks as directed, handling telephone calls and providing cover for first aid.

Main Duties and Responsibilities

Receptionist

1. Welcome visitors in a professional and hospitable manner
2. Ensuring signing-in procedures are followed, ensuring regulations around the Single Central Record are adhered to
3. For all visitors to the school, ensure they are dealt with appropriately by staff members
4. To ensure all drop in enquiries are dealt with and followed up where necessary
5. To oversee all use of the waiting area

General

1. To maintain confidentiality of information acquired in the course of undertaking duties for the department.
2. Undertake other duties appropriate to the grading of the post as required.
3. Receive and prioritise incoming telephone calls, dealing with them appropriately including recording and distributing messages as required.
4. To work as part of a team in administering minor first aid (as trained) to unwell students.
5. Be responsible for your own continuing self-development, undertaking training as appropriate.
6. The Trust reserves the right to revise this job description at any time.

PERSON SPECIFICATION

Job Title: Receptionist

Grade: D

Date: May 2021



ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Relevant Experience	<p>Experience of working in a customer facing environment</p> <p>Experience of reception and administration work</p> <p>Ability to demonstrate computer keyboard skills.</p>	<p>Experience of working within an educational environment.</p> <p>Experience of SIMS.</p>	<p>Application form</p> <p>Interview</p> <p>Pre-Interview Assessment</p>
Education & Training	<p>5 GCSEs or equivalent (A-C) including Mathematics and English (A-B).</p> <p>Or grades 1-9 (5 and above. English at grade 6).</p>	<p>Attainment of NVQ level 2 qualifications in a reception/clerical related field.</p> <p>First aid qualification</p>	<p>Application form/Interview</p>
Special Knowledge & Skills	<p>Excellent organisational and communication skills</p>	<p>Practical first aid skills.</p>	<p>Application form</p> <p>Interview</p> <p>Pre-Interview Assessment</p>
Any Additional Factors	<p>Diplomatic, tactful, confidential and sensitive.</p> <p>Professional yet friendly approach.</p> <p>Ability to work on own initiative and within a team.</p> <p>Enjoys working with young people.</p> <p>Excellent personal, professional standard of dress and presentation.</p> <p>Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.</p>		<p>Interview</p>