

JOB DESCRIPTION

Main Job Purpose

- 1) Provide an efficient and effective receptionist facility to all visitors and callers to the school.
- 2) Assist with secretarial and clerical support for the school office as required.

Main Responsibilities and Duties

- 1) Ensure the effective operation of the reception area for all visitors to the school, giving information and directions to assist them in the purpose of their visit.
- 2) Provide effective assistance for staff and pupils with any enquiries made at the reception point, by resolving or redirecting queries and giving advice where appropriate.
- 3) Ensure that the school's security and health and safety procedures are adhered to. Ensure visitors sign in and out of the school using the appropriate registers, and issue security badges where necessary.
- 4) Act as a first point of contact for parents/carers, children and visitors to the school.
- 5) Operate the switchboard and identify and deal with problems raised by callers on the telephone by liaising with other staff as necessary.
- 6) Liaise with the caretaker/site manager to ensure prompt movement of deliveries into the school.
- 7) Ensure the reception area is tidy and free of hazards.
- 8) Contribute to the school's administrative and secretarial support through the use of office technology.
- 9) Collect and count money from pupils and parents.
- 10) The post holder may be required to assist with the administration of school registers and data input related to attendance.
- 11) Sort and distribute mail.
- 12) Undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed.
- 13) Comply with all decisions, policies and standing orders of the school and the Borough of Poole; comply with any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.

- 14) Have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the school's agreed procedure, and to meeting the five outcomes of Every Child Matters.

Supervision and Management of People

- 1) Little or no supervisory responsibility other than assisting work familiarisation of peers and new recruits.

Knowledge and Skills

- 1) Good organisational and communication skills. Good customer care skills and a good telephone manner.
- 2) Awareness of school policies on the provision of personal information, security, emergency and Health and Safety procedures.
- 3) Ability to use office technology and operate the telephony system.

Creativity and Innovation

- 1) Ability to prioritise work, especially at busy times. Use of office technology to assist with the smooth functioning of the school office.
- 2) The post holder must have the ability to deal with a wide range of people, and be able to handle their inquiries in a sensitive and confidential manner and in a way which supports the ethos of the school.

Contacts and Relationships

- 1) Daily contact, face-to-face and on the telephone, with parents/carers, pupils, staff and visitors to the school.
- 2) Contacts on well established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

Decisions

- 1) There is a need to establish the importance and urgency of contacts made by parents/carers, pupils and visitors to the school, and act accordingly.

Resources

- 1) Use of the telephony equipment. The post holder will need to diagnose and report faults.
- 2) The post holder will be required to collect and count money from pupils and parents: for example, in relation to school trips.

Work Environment

- 1) Work subject to interruptions to the programme of tasks but not involving any significant change to the programme.
- 2) Work requiring normal physical effort and is performed in a heated, lit and ventilated indoor environment.
- 3) Work potentially involves some risk to personnel safety of injury, illness or health problems.

PERSON SPECIFICATION

ATTRIBUTES	CRITERIA	METHOD OF ASSESSMENT
Experience	<ul style="list-style-type: none"> • General clerical and administration experience 	Application form Interview References
Qualifications & Training	<ul style="list-style-type: none"> • GCSE level or equivalent qualifications or relevant experience 	Application form Certificates Interview
Aptitudes & Abilities	<ul style="list-style-type: none"> • Computer literate • Attention to detail • Good keyboard skills • Ability to assimilate information • Good organisational skills • Ability to work under own initiative • Excellent customer care skills as first point of contact within the school • Ability to handle confidential information with discretion 	Application form Interview References Practical testing
Knowledge	<ul style="list-style-type: none"> • Ability to use office technology and operate telephony system • Knowledge of school's behaviour and management policy and procedures • Knowledge of school's fire and emergency procedures • Knowledge of Child Safeguarding procedures 	Application form Interview References
Attitude / Motivation	<ul style="list-style-type: none"> • Self motivated • Team player 	Application form Interview References
Other Factors	<ul style="list-style-type: none"> • Ability to manage and prioritise a busy workload • Willingness to undertake a variety of administrative tasks with accuracy • Commitment to Equal Opportunities • Enhanced CRB check 	Application form Interview References DBS process