



JOB DESCRIPTION

NAME:

POST:

Receptionist

GRADE:

Grade 3 (SCP 4 – 6)

RELATIONSHIPS

The post holder is accountable to the HR Academy Lead in all matters relating to this post. All staff are ultimately responsible to the Chief Executive Officer (CEO). The post holder will work closely with team members and support the team when necessary.

PURPOSE

To provide reception services within the Academy to ensure all visitors and/or telephone callers to the school are received in an efficient and effective manner.

MAIN DUTIES & RESPONSIBILITIES

- To meet and greet parents and visitors; ascertain the purpose of the visit, require visitors to register and arrange for visitors to be directed to the appropriate person and to be accompanied at all times within the Academy, signing out when they leave.
- To receive telephone calls and deal with enquiries direct or redirect to the appropriate member of staff, taking messages, arranging appointments and ensuring messages are passed to staff in a timely manner.
- To oversee the school email system and forward communications as appropriate.
- To send electronic communications to parents including emails and text messages, in accordance with Data Protection.

- To ensure accurate daily logging of pupil lateness and timely contact with parents regarding non-attendance of pupils.
- To be responsible for processing incoming and outgoing mail.
- To ensure the reception area is tidy and hazard free including liaising with Site staff to ensure prompt movement of deliveries to the Academy.
- To accept anything that needs to be passed on to a pupil i.e. PE kit, lunch etc. and notify an appropriate member of staff if the child hasn't been informed.
- To undertake administration support and general office duties, including the preparation, collation/copying of reports and documents. Organising and maintaining filing systems and computerised data input and paperwork.
- To support the agreed fire procedures for the Academy including making the call to the Fire Brigade.
- To be responsible for the management of room bookings within the Academy and maintaining accurate records and systems.
- To administer the purchase and distribution of school uniforms including supporting parents to facilitate orders. Monitor and control stock levels as required.
- To update and maintain telephone data listings and ensure timely and regular notifications/circulation to staff of amendments.
- To liaise with external agencies, such as school photographer and school nurse.

GENERAL

- To promote and support AE's culture of "High Expectations for All" and encourage staff and pupils to follow this example.
- To promote and safeguard the welfare of children in your care or that you come into contact with in accordance with the Trust Child Protection and Safeguarding Policy.
- To comply with, promote and act in accordance with all Trust and Academy policies.
- To be responsible for complying with data protection legislation and expectations for confidentiality. Any issues or breaches to be reported to the Trust People Director at the earliest opportunity.
- To be responsible for complying with health & safety legislation and guidance. Any issues or breaches to be reported to the Trust Estates Director immediately.
- To maintain consistent working relationship with colleagues, supporting them in line with your role and responsibilities.

- To keep colleagues informed about aspects of your work and schedule which may affect the support you can give them.
- To develop your effectiveness by up-dating your knowledge and skills, seeking and taking account of constructive feedback on your performance, making effective use of the development opportunities made available to you.
- To identify and agree personal development objectives with your line manager.
- To be courteous to colleagues and provide a welcoming environment to visitors.

ADDITIONAL INFORMATION

Throughout the Trust it is our practice to vary the specific responsibilities in line with the needs of the Trust. This will be carried out in consultation with the post holder.

This is an outline job description only and the post holder will be expected to comply with any reasonable request from a manager to undertake commensurate work of a similar level, or any lesser duties, that are not specified in this Job Description.

The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Chief Executive Officer or nominated representative (in consultation with the post holder) to reflect the changing needs of the Trust.

Signed: **Date:**
Post Holder

One copy to be retained by member of staff and one kept on the employee's file.

Authentic Education is committed to providing a safe, supportive and stimulating environment for all its pupils following Keeping Children Safe in Education Guidelines. This post is exempt from the Rehabilitation of Offenders Act 1974.