

## Job Description

<b>Job Title</b>	<b>Receptionist - Primary Campus</b>	<b>Grade</b>	Scale LBR4
<b>Reports to</b>	Office Manager – Primary		
<b>Purpose of job</b>			
<p>Projecting a positive image of the school in dealing with the public, parents, staff and children.          Providing strong commitment to customer care to cover all reception duties.          Providing a good level of administrative duties as required.</p>			
<b>Main duties and responsibilities</b>			
<ul style="list-style-type: none"> <li>• To be the first point of contact for all visitors to the school ensuring they are recorded in the visitors log and not left unattended whilst on the site. Check identifications and DBS is in place.</li> <li>• To be the first response to all external telephone calls</li> <li>• Take messages from staff and parents at the start of the day. Ensure staff absences are reported to the Office Manager. Check the messages left on voicemail and MyEd messages.</li> <li>• Ensure pupils entering/exiting school through the office are signed in and signed out; to update SIMS (management information system) – updating registers as required and updating signing in and out books</li> <li>• Send correspondence via My Ed and assist with payments via ParentPay including trips</li> <li>• Deal with lunch queries and ensure parents are topping up payments via ParentPay; ensure the kitchen has numbers for lunches, and meal options for children are completed by teachers where necessary</li> <li>• To deal with incoming/outgoing post accordingly including taking post to collecting post from the secondary campus.</li> <li>• To carry out general clerical support and assistance for staff</li> <li>• To complete filing as required</li> <li>• To make appointments for with parents for staff as required</li> <li>• To collect and return mobiles and keys for Year 6 walk home alone pupils</li> <li>• To be the first point of call for lost property</li> <li>• To assist with Attendance and Admissions where required</li> <li>• To co-ordinate the collecting and distributing of orders for school photographs, mail, pupils’ belongings etc.</li> <li>• To ensure the reception area is kept clean and tidy and welcoming to visitors</li> <li>• To provide cover and support for the team members, including working at the secondary school site as required</li> <li>• To provide first aid as required</li> <li>• To carry out any other clerical duties as defined by the Office Manager</li> </ul> <p>The Office Manager shall delegate duties to the administrative team as seen fit for purpose and shall be responsible for introducing working practices and implementing training on new procedures to ensure a safe and harmonious working environment.</p>			
<b>General</b>			
<ul style="list-style-type: none"> <li>• To attend first aid training</li> <li>• To attend and participate in relevant meetings, training and other learning activities</li> <li>• To be aware of and comply with policies and procedures relating to safeguarding and promoting the welfare of children, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person</li> <li>• To be aware of and comply at all times with the school’s Child Protection and Safeguarding Policies and Procedures</li> <li>• To demonstrate an understanding of and commitment to equal opportunities and diversity and to the standards of customer care</li> <li>• To be responsible for own health and safety as well as that of colleagues, pupils and the public visiting the site</li> </ul>			
<p>Duties and responsibilities of the post may change over time as requirements and circumstances change. The job description does not form part of the post holder’s contract of employment</p>			