



SHERFIELD SCHOOL

Job Profile: Receptionist

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| JOB TITLE: | Receptionist | DEPARTMENT: | Administration |
| REPORTS TO: | Senior Administration Officer | LOCATION: | Sherfield School |

Hours: 25 hrs per week, 1.00pm-6.00pm Term Time Only (35 weeks per year)

Terms: Term Time only

Salary range: £9.50 per hour

Benefits: Meals are provided free of charge when on duty and when the school's kitchen is open during school holiday periods;
Contributory Pension Scheme;
In-house training;
Up to 50% discount on school fees for 2 children attending Sherfield School, pro-rata'd if part time.

PURPOSE OF THE JOB

- Be a team member providing support for the best pupil/parent experience;
- To manage the reception area ensuring that visitors are received as per GEMS hospitality and security policies;
- Telephone calls and emails are promptly answered and administration as required.

This job description should be seen as indicative of the type of responsibilities included within the role, of being part of a team supporting the future development of the school and not as a comprehensive list.

1. ORGANISATION CONTEXT

Headteacher
Business Manager
Senior Administrative Officer

2. PRINCIPAL ACCOUNTABILITIES

Reception

- To work with the Administration Team ensuring that all aspects of the post are covered, communicating effectively for smooth transition between handovers;
- To welcome and greet all visitors (of any capacity) to the school either in person or on the telephone;
- To inform colleagues of arrival of visitors and direct visitors appropriately;
- To maintain security by following signing in/out procedures, issuing visitor badges, monitoring logbook;
- To answer and forward phone calls appropriately, screening calls as necessary, to sort and distribute both post and incoming e-mails to appropriate personnel;
- To ensure that school prospectuses and other marketing material is on display in the parent waiting areas, and maintain extra supplies of marketing material by the front desk;
- To be familiar with the school website and the information it relays to parents, for example locating the pupil absent request forms; booking forms for holiday clubs and future term dates;
- To arrange couriers/taxis as and when necessary;
- To maintain a safe and clean reception area, complying with relevant procedures and regulations;
- To undertake regular training in child protection, to be aware of responsibilities concerning child welfare and safeguarding;
- To provide First Aid support to pupils and staff in the absence of the School Nurses;
- General administrative tasks as required by the Office Manager.

Administrative Responsibilities

- To have an overview (via ISAMS) of the pupil attendance registers, ensuring teaching staff are completing all registers and contacting parents to establish reasons for pupil absence where necessary;
- To ensure that registers are fully completed, as per school/inspection requirements;
- To process and distribute pupil absence requests, ensuring parents are advised of outcomes;
- Enter and update pupil and parent data on pupil database (ISAMS), ensuring accuracy of data and all contacts are kept up to date;
- Administrative support for the creation and distribution of After School Clubs (ASC) information to parents and pupils;
- Respond to telephone and email enquiries from prospective families, teachers and advisers independently and in a timely and professional manner;
- Assist with the booking of meeting rooms and communal areas, including meeting and greeting guests and arranging refreshments and equipment;
- Help to distribute prospectus and other promotional material;
- Supporting the administrative team, answering general correspondence and assisting with filing and shredding to ensure excellent customer service;
- To assist with reprographics support for the whole school;
- As part of the administrative team provide the best experience for pupils, parents and colleagues.

General

- Take part in performance management/appraisal cycles;
- To be aware of employee responsibilities for Health and Safety of themselves and others and to work in a safe and secure manner with due care towards the health and safety of oneself, other staff and pupils;
- Every member of staff has a duty to commit to the safeguarding and welfare of all pupils at the school;
- To participate in staff programmes for training, in particular safeguarding and Health and Safety;
- Share in the corporate responsibility for the well-being and discipline of pupils;
- Promote the good work of the school in the wider community;
- Any reasonable request by the Headteacher/SLT/Line Manager.

3. SKILLS AND ATTRIBUTES

Experience, Qualifications and Knowledge

- Previous experience, knowledge and understanding of an educational setting is beneficial;
- Experience in a customer-focused role is highly desirable;
- Use of Microsoft Office essential (particularly Word and Excel);
- Experience of using ISAMS database would be beneficial (although training will be provided).

Personal Attributes and Skills

- Excellent communication skills, both verbal and written;
- Effective administrative skills, including the ability to organise and prioritise own workload in order to meet tight deadlines, whilst maintaining a high degree of accuracy;
- The ability to work as part of a team and also independently;
- The ability to multi-task, and cope with peaks of demand;
- Solid time management skills;
- Ability to work confidently with a range of people, both within the School and externally;
- Professional telephone manner;
- Discretion and confidentiality;
- Flexibility at all times;
- A desire to continue to learn and develop;
- Self-motivated, high energy and pro-active with a 'can-do' attitude;
- Tact, diplomacy and confidentiality at all times;
- Excellent interpersonal skills;
- Dress and behaviour to be appropriate at all times whilst at Sherfield School.

PERSON SPECIFICATION

Skills and knowledge

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| Well organised, able to approach work methodically, prioritise and meet deadlines. | Essential |
| Excellent written and verbal communication skills. | Essential |
| Excellent organisational, interpersonal and team working skills. | Essential |
| Problem solving skills. | Essential |

Qualifications/Attainment

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| GCSE grade A* - C in English and Maths or equivalent. | Essential |
| Vocational customer service or administrative qualification | Desirable |

Experience

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| Working with young people, ideally in an educational environment. | Desirable |
| Building and maintaining long-standing relationships with stakeholders of varying levels. | Essential |
| Customer focussed role | Essential |

Attitude/approach

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| Able to form good working relationships with colleagues, and to relate appropriately to pupils. | Essential |
| An enthusiastic and professional attitude and commitment to learning new skills. | Essential |
| Discreet and able to deal with confidential information. | Essential |
| Able to respond flexibly to the demands of working in a school environment. | Essential |
| An understanding of safeguarding within an educational setting. | Desirable |