**JOB DESCRIPTION**

**Position:** Receptionist

**Scale:** Grade D – SCP 5-6

**Hours per Week:** Full-Time - 37 Hours per Week, 52 Weeks a Year

**Responsible to:** Administration and Facilities Manager

**PRINCIPLE RESPONSIBILITIES:**

To provide effective and efficient reception support along with a broad range of general administration duties across the multi-academy trust in accordance with the Trust’s policies and regulations

**Main Duties:**

* To be the welcoming face of the academy and act as the first point of contact for all students, parents/carers, visitors and other stakeholders.
* Responsible for the smooth and effective operation of the Reception function.
* Ensure the academy’s security and operation of the access intercom systems in accordance with safeguarding arrangements, ensuring all authorised visitors are signed in, issued with ID/Visitor badges, appropriately signposted or escorted around the academy.
* Issue staff with ID badges and record these on the relevant security systems.
* Responsible for answering telephone calls, taking messages, answering queries and providing information to students, parents/carers, visitors and other stakeholders both via telephone and in person, to ensure an ongoing provision of a high quality service.
* Assist with the receiving and the forwarding of academy emails to the appropriate staff and including the sorting, distribution and despatch of all academy post/mail.
* Maintaining accurate manual and computerised records, including the use of the academy’s Management Information System (Integris) and Class Charts, where appropriate.
* Assist with the production and delivery of communications to students, parents and carers including the sending of texts and letters.
* Provide effective admin support to a range of staff as requested and assist in organising school trips, events and meetings and updating office systems and diaries including attending meetings as required.
* Manage conflicting priorities, multi-tasking where appropriate, to ensure the completion of tasks to specific deadlines whilst working flexibly and adapting to the changing needs of the academy.
* Respond to and action staff requests for support with a range of other admin duties including photocopying, printing, scanning and filing, as required.
* To provide support in a range of other admin duties in the event of staff absence, as required by the Administration and Facilities Manager, Trust Business Manager or other Senior Leaders.

**Professional Values and Practice:**

* Exhibit a friendly and professional presence at all times, being an effective role model for the standards of behaviour expected of students.
* Having high expectations of all students; respecting their social, cultural, linguistic, religious and ethnic backgrounds; and being committed to raising their educational achievement.
* Treating students consistently with respect and consideration, and being concerned with their development as learners.
* Establish and maintain constructive, collaborative working relationships with students, parents/carers and colleagues as part of a professional team, communicating effectively and knowing when to seek help and advice from colleagues.
* Establish constructive, working relationships with other agencies/professionals under the guidance of the Administration and Facilities Manager, to support achievement and progress of all students.
* To be fully committed to own professional development and actively participate in any training and development opportunities, as required whilst reflecting upon and seeking to improve personal practice.

**General Requirements:**

* Committed to working within the academy’s policies and procedures whilst being aware of legislation relevant to personal role and responsibility in the school.
* Recognising equal opportunities issues as they arise in the academy and responding effectively whilst contributing to the overall ethos, values and aims of the academy.
* Having due regard to confidentiality, child protection procedures, health and safety, other statutory requirements and the policies of the Trust.
* To carry out duties in compliance with the academy’s Health and Safety policy and with due regard to Health and safety legislation and guidance, at all times.

**Confidentiality:**

All employees are required to work in a confidential manner in all aspects of their work and to be aware at all times of their responsibilities under Data Protection for the security, accuracy, and significance of personal data held electronically or in paper form alongside the Freedom of Information Act 2000.

The post holder must comply with the principles of the in relation to the management of Trust records and information.

**Review and Amendments:**

* Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and the above list of duties is not necessarily exhaustive.
* All employees are expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
* This job description is subject to annual review and may only be amended after full consultation with the Trust Business Manager or Head Teacher.

***The Trust is fully committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share in this commitment.***

***As part of our due diligence and to comply with our obligations in line with Keeping Children Safe in Education, this position will be subject to an online search of publicly available information of the post holder and will also require an enhanced DBS disclosure.***

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| **Signature of Manager:** |  | **Date:** |  | **/** |  | **/** |  |
| **Signature of Post Holder:** |  | **Date:** |  | **/** |  | **/** |  |