



ST ANTHONY'S GIRLS' CATHOLIC ACADEMY

Job description

POST TITLE: Receptionist

GRADE: Grade 1 SCP 3 – 4 or Real Living wage whichever is the higher

RESPONSIBLE TO: Business Manager

DESCRIPTION: This position will be pre-dominantly based in our Sixth Form building.

Overall Objectives of the Post:

To ensure a high quality experience for visitors, students and school staff.

Key tasks of the post

1. You will be required to be the first point of contact on reception for all visitors, students and staff to:

- Welcome visitors to the school;
- Ensure no unauthorised access to the school site by using the secure door and gate systems;
- Assist parents with queries and concerns;
- Maintain the visitors record in accordance with school Safeguarding policies;
- Ensure staff sign / swipe in as required
- Deal with routine visitor enquiries;
- Provide hospitality for meetings if required;
- Receive deliveries;
- Check and sign for deliveries;
- Liaise with premises staff and budget holders regarding deliveries to various areas of school;
- Answer the telephone to internal and external incoming calls in a professional manner;
- Direct calls or taking messages as necessary and acting on instructions received;
- Franking and dispatch of external post;
- Ensure a tidy reception area and associated space visible from reception.

2. You will support students as follows:

- Update attendance records;
- Accurately record those who are late or absent or leave the premises during the school day;
- Follow the agreed process to communicate with parents regarding student absence;
- Use the Management Information System (Arbor) to update, add or query pupil data;
- Assist students with enquiries, concerns or emergencies;
- Provide first call for any emergency, alerting emergency services and senior staff as appropriate;
- Being a team member on the First Aid list.

3.. You will assist staff as follows:

- Alert and liaise with senior staff regarding emergencies and issues arising;
- Liaise with staff regarding any parental communication involving concerns or complaints;
- Report to senior staff any complimentary or abusive communication from stakeholders;
- Prepare documents for staff as requested;
- Photocopying or printing, linking in with Reprographics as required;
- Maintain booking file for rooms;

The post holder must promote and safeguard the welfare of children and young people that they are responsible for or come into contact with.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the school.

The post holder must comply with the school Equal opportunities policy, code of conduct and all other school and trust policies.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.