

## **Job Description: School Receptionist**

**Reports to:** Office Manager / Business Manager / Head teacher

**Salary / Grade:** Grade B point 9-13

**Hours:** 37 Hours per week Term Time Only +5 days

**Location:** Victoria Park Academy, Ballot Street, Smethwick, West Midlands, B66 3HH

### **Overall Responsibilities:**

The receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organized, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same. The receptionist is also required to assist the Office Manager with various administrative tasks.

### **Duties and responsibilities:**

#### **Reception**

- To be the first point of contact for visitors to the school, extending a warm welcome to callers – including parents, visitors, contractors and delivery staff.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
- To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors.
- Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the reception area remains tidy and that literature and forms are updated and replenished as necessary.
- To receive and sign for all packages and deliveries
- To record and post all outgoing mail.

#### **General administration duties**

- Collate registers and check absences.
- To provide first day calling to parents of absent pupils
- Maintaining and updating school information, records and databases.
- Assist with the delivery of stationery, materials and resources to classes and ensure that stock levels are maintained.
- Assist with arrangements for visits by school nurse, photographer, etc.
- Receive and record money on behalf of the school (e.g. trips, voluntary contributions)



# Victoria Park

## Primary Academy



Victoria  
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- Produce lists/information/data as required e.g. pupils' data.
- Undertake routine administrative procedures.
- Any other duties as required by the Head teacher or other member of the Senior Leadership Team.

### General

- Be aware of and comply with all trust and school policies and procedures particularly relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person
- Carry out all duties with regard to the school's policies and codes of conduct
- Participate in training and other learning activities as required and to participate in appraisal and professional development
- Set high expectations of conduct, whilst acting as a good role model for others

## Person Specification

### School Receptionist

Criteria	Essential	Desirable
Qualifications and training	Minimum of Maths and English at grade C or equivalent	<ul style="list-style-type: none"> <li>NVQ 2 in business / admin</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Minimum 2 years' experience in a school office / busy administration department</li> <li>Experience of dealing effectively with the general public</li> <li>Experience of working successfully and co-operating as a member of a team</li> <li>Experience of undertaking a range of administrative tasks</li> </ul>	
Skills, knowledge and aptitudes	<ul style="list-style-type: none"> <li>Ability to communicate effectively both orally and in writing across a wide range of audiences</li> <li>Ability to complete work to a high standard</li> <li>High standard of accuracy and presentation</li> <li>Have a working knowledge of SIMs</li> </ul>	



<p>Other requirements</p>	<ul style="list-style-type: none"><li>• The ability to work with initiative and to tight deadlines</li><li>• Understanding of the importance of confidentiality and appreciation of the implications of the Data Protection Act and GDPR</li><li>• Show resilience under pressure</li><li>• Have good organisational skills</li><li>• Proactive and innovative approach to work</li><li>• Committed to safeguarding and promoting the welfare of children and young people</li><li>• A commitment to working as part of the whole academy team and supporting the vision and ethos of the academy</li><li>• To be willing to undertake further professional development</li><li>• Committed to the Trust's values</li><li>• Organised and efficient</li></ul>	<ul style="list-style-type: none"><li>• A genuine ambition and interest in improving the life choices for our young people and the wider community</li></ul>
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Note: The successful candidate will be subject to a DBS prior to taking up their appointment