

# Role Profile

## RECEPTIONIST

### Full year - 8am to 4pm

#### Purpose

To provide Reception duties within the school office, providing front line support with all duties normally associated with a busy school reception role including answering the telephones, greeting visitors, running errands to pupils, taking deliveries and collating the post. To be the primary office team contact for pupils requiring first aid during the school day including providing care and kindness to the pupil in distress and assessing the requirements on a case by case basis for appropriate action.

#### Key Accountabilities

- As the first contact within the school office, you will primarily be responsible for all receptionist duties including answering telephone calls and reception enquiries and dealing with the enquiry if possible or directing the caller to the relevant colleague.
- To assist any visitors to the school with the purpose of their visit and to ensure that the visitor complies with the Parents and Visitors Policy for signing in and any Covid safety requirements when attending the school.
- To run errands to pupils and teachers as required.
- To sort and distribute the incoming mail each day.
- To collect and frank the outgoing mail ready for the daily Royal Mail collection.
- To answer the door and gate bell and liaise with delivery drivers in relation to incoming deliveries. To liaise with the procurement team and maintenance team to ensure the prompt distribution of these deliveries.
- To assist the Operations Manager, as and when required, with any meeting requirements including minute taking or provision of hospitality.
- To liaise with the administrative support team in order to assist with other administrative tasks as and when required. This may include, but is not limited to, sending communications to parents, typing letters for teachers, assisting with photocopying and printing, collating marketing material.
- To be the primary contact within the office for all first aid incidents of pupils and colleagues and to report these incidents on the school medical tracker system.
- To perform any other duties as advised by the Operations Manager.

#### Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

## Person Specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"><li>IT skills including MS office and email.</li><li>Good communication skills, both written and verbal.</li></ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"><li>Educated to GCSE level with Maths and English at Grades A*-C or equivalent</li></ul>	<ul style="list-style-type: none"><li>First Aid</li><li>Customer Service Training</li></ul>
<b>Experience</b>		<ul style="list-style-type: none"><li>Previous experience of working in a school environment.</li><li>Previous reception duty experience.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>Caring and compassionate personality.</li><li>As the first face of the school, you will possess a smart and friendly demeanour.</li><li>Organised</li><li>Team player</li></ul>	

### Key Stakeholders:

**Internal – Pupils, Parents, Colleagues**

**External – Visitors including contractors**

**Signed:** ..... **Name (print):** .....

**Date:** .....