



Job Description			
Job Title	Receptionist	Job Holder	
Author	Jo Evans	Date Created	January 2020
Date Reviewed		Next Review Date	
Level	4	SCP	8 – 12 (£20,871 - £22,515)

This Job Description sets out the scope, duties, responsibilities and working practices that the successful applicant will be required to undertake, discharge and demonstrate on an ongoing basis.

Outline Description of Role

To provide a professional reception and switchboard service for staff, parents, Governors and visitors ensuring that the quality of service is commensurate with the aims and objectives of the school.
 To promote a positive image of the school through direct dealings with parents, students, Governors, visitors and external bodies.
 To provide an excellent level of customer service at all times
 To support the Admissions and Attendance Officer in ensuring that there is a 100% accurate representation of pupil attendance in school on a day to day basis.

Responsibilities - To

1.	Effectively manage the school's reception and switchboard functions ensuring a high level of customer service to all stakeholders at all times.
2.	Receive and monitor visitors in line with the school's Safeguarding policy and other health and safety guidelines, and ensure that only visitors on appointed school business are received. Ensure any visitors sign in in the school's electronic system and are issued with a visitors' badge and the appropriate safeguarding lanyard.
3.	Ensure all telephone calls are dealt with effectively and relevant information passed on to the appropriate person where necessary. Liaise, with tact and diplomacy, with other school staff and others outside the school, particularly staff, parents, students, governors and representatives of the LA and the local community generally
4.	Ensure that the reception desk is manned at all times.
5.	Be responsible for managing the signing out/in sheets for all visitors and late children under the direction of the Office and HR Manager.
6.	Monitor and manage the enquiries mail box with the other Receptionist on a rota basis with support from the HR and Office Manager.
7.	Be responsible for production of fobs and ID badges for all new starters as well as miscellaneous staff
8.	Provide administration support, as directed by the Office and HR Manager, as necessary and required. This will include typing letters, sending texts, contacting parents etc.
9.	Provide refreshments for visitors as required.
10.	Provide room booking support for staff as required.
11.	Deal directly with staff, parents, children, teachers and any other stakeholders appropriately with sensitivity and courtesy and with due regard to customer care and school policies
12.	Raise concerns regarding potentially unsuitable individuals who come on the school site to the Business Manager.
13.	Carry out reprographics, to include photocopying and laminating as directed by the HR and Office Manager.
14.	Ensure that the post process is carried out on a daily basis, to include franking and posting.



15.	Ensure the staff photo board is up to date at all times.
16.	Be responsible for providing high quality admin support in respect of Attendance administration within school under the direction of the Office and HR Manager and in conjunction with the Admissions and Attendance Officer. This will include: <ul style="list-style-type: none"> ○ Collecting all messages from the school answering machine and processing all those relating to attendance immediately. This will include contacting the teacher, via email, and any other staff who need to know. Updating SIMS accurately with time late and reason for absence. ○ Contacting parents of children who are absent using text messaging, email and/or telephone and updating SIMS with information gathered. ○ Informing teachers and any other relevant staff member about matters relating to children and families. ○ Sending out letters and other communication to parents in support of the Admissions and Attendance Officer about children with unauthorised absence from that date and back to the beginning of the academic year in accordance with the school's policy. (For example Unexplained Absence letters). ○ Providing Attendance Certificates for teachers before Parents' Evenings as required.
17.	Deal directly with parents and staff on a daily basis to ensure a 100% accurate representation of student attendance in school.
18.	To support the school's Daily Supported Reading scheme as directed by the Head Teacher

Duties

19.	Undertake such other duties as reasonably correspond to the general character of the post and commensurate with being a member of the Claycots School Support Staff team.
20.	Contribute to and exemplify the values of the Claycots School. The post-holder will be expected to comply with any reasonable request from the Head Teacher and Business Manager to undertake work of a similar level that is not specified in this job description. Whilst every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
21.	Understand and comply with the Support Staff Standards at all times.
22.	Actively promote the inclusion of all children into whole school activities.
23.	Actively seek opportunities for professional development.
24.	Be aware of and respect all children's religious beliefs and cultures.
25.	Support, promote and comply with decisions and policies agreed by the leadership team and the governing body.
26.	Develop effective, professional working relationships with colleagues
27.	Have due regard for health and safety of self, staff, children and visitors and have responsibility for bringing all matters of concern to the attention of the Business Manager.
28.	Undertake a 30-minute duty each week.

Compliance

29.	During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Claycots School or to the health and personal affairs of students and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation and you will be required to know when or what information can be shared and in what circumstances it is appropriate to do so.
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30.	During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the General Data Protection Regulations (GDPR) 2018. This includes your responsibilities as a member of staff to process personal and sensitive data in an appropriate manner.
31.	<p>In accordance with the School's commitment to follow and adhere to the latest update of the Department for Education's guidance entitled "Safeguarding Children and Safer Recruitment in Education" and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the School. All staff are required to maintain appropriate professional boundaries in relationships with children and with all members of the School community and outside agencies, and exercise sound professional judgment which always focuses upon the best interests of the students and the school.</p> <p>You are also required to know and comply with the latest update of DfE document 'Guidance for Safer Working Practice for Adults who work with Children and Young People'. You are required to have satisfactory Enhanced CRB clearance. Your role requires you to observe and maintain appropriate professional boundaries at all times and avoid behaviour that might be misinterpreted by others. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times. You will be expected to present a consistently positive image of the School and uphold public trust and confidence at all times</p>
32.	The post holder must be aware that any information held by the School in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the School's policies and procedures.
33.	No smoking or intoxicants are permitted in any part of the premises or grounds managed, leased or owned by Claycots School. No smoking or intoxicants are permitted in School vehicles or in any vehicle parked on School premises. Smoking of any product and the consumption of alcohol are strictly forbidden.