

JOB DESCRIPTION	
Job Title	Receptionist
Salary Scale	Grade 2
Hours of Work	30 hours per week – Term Time plus 2 weeks
Responsible to	

VISION AND PURPOSE

You will be the first point of contact for the majority of visitors to the Academy, and as such will be required to provide a welcoming environment and respond to a wide range of enquiries by phone, email and in person. To ensure the efficient and effective management of the Academy's main reception desk and telephone switchboard. As part of the business support team, the post holder will also carry out general administrative duties.

DUTIES AND RESPONSIBILITIES

- To be responsible for the signing in of visitors to the Academy and to communicate with courtesy and clarity to all staff, students, parents, carers, visitors, outside agencies and the wider community, including answering the telephone and face to face enquiries
- Ensure the main reception is warm and welcoming, taking pride to ensure this is kept tidy and professional at all times
- To be responsible for the answering of the main Academy switchboard, maintaining the Academy staff telephone list and reporting any telephony issues to the network manager
- Ensure all messages are passed to the relevant person in a timely, efficient and clear manner
- To accept all deliveries and arrange the distribution to the relevant department and to deal efficiently with all incoming/outgoing mail, including recorded deliveries
- To manage room bookings, Inventory, mini bus keys and staff laptops
- To maintain and update all administrative and information systems and processes as required, including retrieving and collating information to ensure a high-level reception and administrative service
- Contributing to the efficient management of the site on a day to day basis, including managing the site team helpdesk and reporting any issues with all control panels located in the main reception area
- Answering queries from students and assist with welfare matters as required
- To attend training sessions and meetings appropriate to the role, when requested by the Principal or Director of Finance & Operations

- To keep up to date with the Academy’s procedures for Safeguarding and Child Protection, reporting any concerns to the Senior Designated Person.
- Assist with preparation of documentation for Newsletters, whole Academy mailings, reports, Options, New Intake, Parents evenings as and when required and instructed by your Line Manager.
- Attend evening events as and when required, e.g. Options, New Intake and Parents evenings.
- 2 weeks of work outside term time are to be determined and agreed with the Director of Finance & Operations.
- To comply with all approved Academy policies and procedures.
- To undertake such other duties appropriate to the grade of the post as the Principal may from time to time reasonably determine.

Please note that all job descriptions are subject to change according to circumstances. Any proposed changes will be discussed with the post holder in advance.

PERFORMANCE MANAGEMENT

All employees will participate in the Academy’s arrangements for performance management, professional development and any arrangements for quality assurance and internal verification.

CONTEXT

All colleagues are part of a whole Academy team. Each individual is required to support the values and ethos of the Academy and the priorities as defined in the Academy Improvement Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

Due to the nature of this job, it will be necessary for the appropriate level of Criminal Record Disclosure to be undertaken. It is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences. This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act. Any failure to disclose such convictions will result in dismissal or disciplinary action by the Academy.

Signature	
Print Name	
Date	