



## Job Description: Receptionist

**Responsible to:** Headteacher/Deputy Headteacher

**Hours:** 37.5 hours per week (8.30am – 4.00pm term time only)

**Location:** Unit 2, Hanley Workshops, Hanley Road

### Main purpose of job

- To welcome pupils, guests and greet people who visit the school
- To coordinate front-desk activities, including distributing correspondence and redirecting phone calls
- To support the SLT in the smooth running of the school
- To promote the ethos and good reputation of the school

### Main duties and responsibilities

- Maintain safe and tidy reception
- Greet and welcome pupils and visitors
- Issue visitor badges to visitors
- Store pupils personal items
- Keep accurate online attendance records of pupils and staff
- Inform staff in a timely manner of pupil absences
- Liaise with taxis companies on pupil transport
- Answering, screening and forwarding incoming phone calls
- Receive, sort and distribute daily mail/deliveries
- Update online central calendar with events
- Maintaining filing system for business purposes and pupils
- Coordinate educational visits by ensuring risk assessments and visit forms are completed prior to off site
- Maintain Petty Cash system
- Order and take stock of stationery and cleaning supplies
- Maintain security by following procedures; maintaining fire register
- Fire officer and first aider (training provided)
- Stocktaking of first aid boxes (6 monthly) and order supplies
- Educational Visits Coordinator (training provided)
- Coordinate annual fire equipment checks and PAT testing
- Cultivate a positive and supportive atmosphere

- Any other tasks required to help in the efficient functioning of the school

### **Covid Response Duties**

- Organisation of testing kits and PPE
- Record keeping - tests and touchpoint cleaning
- Ensure visitors have negative LFTs and sign declaration on arrival

### **Person Specification**

You will be a person of integrity; be able to maintain confidentiality and be sympathetic to the needs of pupils, parents and staff. You need to be happy working in a dynamic environment. You need to be naturally supportive and encouraging towards young people with a broad range of needs, and towards staff working to deadlines or in challenging roles. You need to be well organised and disciplined to keep on track.

Your calm reassurance and excellent communication skills will contribute significantly to the smooth running of the school. You will have an openness to learning and change; and have a positive attitude to personal development and training.

### **Essential Skills/Experience**

A proven track record of excellent organisational and administrative skills

Experience of computer packages such as MS word and Excel

Experience in an administrative role

Empathy towards young people with a range of needs including some with challenging behaviour

Professional attitude and appearance

Excellent written and verbal communication skills

Resourceful and proactive as issues arise, eg an ability to adapt quickly to change and manage more than one developing situation at once.

Patient and calm approach to pupils and their parents, offering high levels of customer care.

Given the dynamic and diverse nature of the organisation and its commitment to the development and support of a wide variety of learners, flexibility and a good sense of humour are essential qualities.

### **Desirable Skills/Experience**

Experience of working in an educational environment

Experience of working with/or knowledge of SEND young people

Experience of Google Workspace

A willingness to undertake additional training