

# Role Profile: Senior Receptionist

## Purpose

The Senior Receptionist is the first point of call for visitors to the school. As the 'face' of the school, the Senior Receptionist must be professional, welcoming and helpful to all visitors. Reception is staffed by the Senior Receptionist and a second receptionist.

## Key Accountabilities

- To ensure the smooth running of the busy reception; dealing with enquiries swiftly and efficiently, taking initiative to identify and handle issues that arise
- Line-manage the second receptionist
- To oversee the duties of the reception team which include, but are not limited to:
  - Managing pupil attendance
  - Managing club bookings
  - General administrative tasks for the Senior Leadership Team
  - Management of pupil records
  - Assist with communication to parents via Firefly and School Comms
- To ensure the professional presentation of the Reception area and its staff to give the best first impression of the school to all visitors

## 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>Qualifications</b>	<ul style="list-style-type: none"><li>• GCSE in Mathematics and English</li></ul>	<ul style="list-style-type: none"><li>• Relevant advanced qualifications</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Excellent communication skills, particularly when addressing visitors, pupils or parents</li><li>• Confident in the use of ICT, including Microsoft Word and Excel</li><li>• Excellent time management and organisational skills</li><li>• Ability to learn quickly and adapt tot a busy and demanding environment</li><li>• A creative mind with an ability to suggest improvements</li><li>• Demonstrate attributes of discretion, tact and diplomacy</li></ul>	<ul style="list-style-type: none"><li>• SIMS</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of working in a fast-paced environment</li><li>• Previous experience in a similar administrative role level (min. 2 years' experience)</li></ul>	<ul style="list-style-type: none"><li>• Previous experience of working in a school environment</li></ul>