

Role Profile: Receptionist/Administrator

Purpose

The Receptionist is the first point of call for visitors to the school. As the 'face' of the school, the Receptionist must be professional, welcoming and helpful to all visitors. Reception is staffed by the Receptionist and the Office Manager on occasion.

Key Accountabilities

- To maintain a clean, tidy and welcoming reception area
- Act as a first point of contact on the 'phone and in person for visitors, enquirers, parents, contractors etc.
- Liaise between teachers and parents, as well as with cleaning, catering and maintenance staff
- To be responsible for the daily signing in/out sheets for staff and reception inbox
- To ensure that all visitors to the site are properly signed in and issued with the appropriate pass
- To deal with deliveries and organise their distribution promptly ensuring that all paperwork is properly signed and forwarded to the Finance Office
- Follow the directions of the Office Manager
- To ensure clear and concise communications are sent out to parents via our online app programme

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

Key Stakeholders:

Internal - Staff

External – Parents, pupils, visitors, contractors

Signed: **Name (print):**

Date: