School Receptionist - Job Description

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| MANAGE RECEPTION DESK |
| * Be first point of contact for all visitors arriving at the school
* Deal with all incoming calls and enquiries to the school office
* Respond to messages promptly and accurately, passing on information to relevant staff members as necessary
* Ensure all visitors to the school us the correct signing in procedure according to our safeguarding policies. Check identification, documents as necessary and providing them with correct
* Ensure all supply teachers are provided the correct documentation o n arrival
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| GENERAL ADMINISTRATION |
| * Update and maintain the school calendar
* Update and maintain our information systems to ensure accurate student/parent information is held. This includes inputting all new pupils into our systems.
* Manage the school’s office email inbox, ensuring emails are responded to and forwarded to the relevant staff member in a timely manner
* Organise and distribute incoming and outgoing post
* Carry out filing, printing and photocopying. Maintain the operation of the printers, resolving any issues as they arise
* Update completed paperwork from parents
* Send all emails/text messages to parents via our Eschools system as directed by the Senior Leadership team, School office or other staff members.
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| ATTENDANCE ADMINISTRATION |
| * Monitor and maintain accurate record of pupil attendance, producing reports as necessary
* Monitor and record the late arrival of pupils
* Contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed
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| **FIRST AID/MEDICINES** |
| * Administer first aid to anyone who is sent to the school office
* Manage and administer any medication that is required to children
* Ensure accurate paperwork is held for any medication that is administered
* Ensure our first aid cupboard and packs are well stocked all medicine is in date
* Prepare all first aid kits/boxes for school trips
* Maintain our medical needs list
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| SCHOOL CLUBS |
| * Prepare google forms for all our internal and external clubs according to our school club timetable
* Ensure all lists are updated and maintained and parents informed if they are on a waiting list
* Contact parents/carers if a child has attended school but not attended the club they are registered for, ensuring all safeguarding procedures are followed
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| **Experience** |  |
| **Qualifications** | * Equivalent of GCSE A-C in English and Maths **Essential**
* Experience of working in an education environment in an administrative or comparable capacity. **Desirable**
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| **Knowledge & Skills** | * Good numeracy and literacy skills, and a demonstrable ability to apply these across a range of detailed work tasks that require accuracy and attention to detail. **Essential**
* The ability to confidently use a range of ICT software packages and systems, identifying and utilising those considered to be the most efficient and effective for individual work tasks. **Essential**
* Understands and responds to the needs of customers aiming to always give an efficient and effective service **Essential**
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| **Personal Qualities** | * Effective interpersonal skills that can be adapted based on the audience, coupled with an ability to manage difficult conversations and potential conflict. **Essential**
* Able to work under pressure to organise and prioritise work to meet deadlines. **Essential**
* Able to work flexibly and constructively both as part of a team and under own initiative, contributing to maintaining a positive and enabling environment. **Essential**
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