



JOB DESCRIPTION

Post:	School Receptionist
Contract Type:	Permanent
Salary:	£19,000 - £22,000 (dependent on experience)
Hours:	40 Hours per week
Working Weeks:	Full Year
Annual Leave entitlement:	30 Days annual leave plus bank holidays
Reporting to:	Head of HR/Operations

Purpose of the Job

The receptionist is the first point of call for visitors to the school, parents, students and staff. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organized, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same. The receptionist is also required to assist the Office Manager with various administrative tasks.

Responsibilities:

- To be the first point of contact for visitors to the school, extending a warm welcome to callers – including parents, visitors, contractors and delivery staff.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
- To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the school and checking DBS information for visitors.
- Communicating with parents regarding all aspects of school life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the reception area remains tidy and that literature and forms are updated and replenished as necessary.
- To receive and sign for all packages and deliveries.
- To record and post all outgoing mail, distribute incoming post and frank outgoing post
- Carry out general administrative assistance e.g. writing letters, updating systems, photo copying etc.
- Maintain the general email accounts for reception responding to queries / directing enquiries as required
- Assist in the upkeep of contact records, including student and staff contact information
- Create mailing labels as required
- Help maintain general order in the school e.g. clearing lost property and tidying notice board.
- Assist with management of building and locker keys

- Collate registers and check absences.
- To provide first day calling to parents of absent pupils.
- Maintaining and updating school information, records and databases.
- Assist with arrangements for visits by the immunization team, photographer, etc.
- Produce lists/information/data as required e.g. pupils' data.
- Undertake routine administrative procedures.
- Any other duties as required by the Principal/Prep Head or other members of the Senior Leadership Team
- To Administer First Aid and complete accident reports.

Be aware of and comply with all School policies and procedures particularly relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person.

Carry out all duties with regard to the school's policies and codes of conduct.

Participate in training and other learning activities as required and to participate in appraisal and professional development.

Set high expectations of conduct, whilst acting as a good role model for others

This list is not exhaustive but rather an indication of the main requirements of the role.

Person Specification

School Receptionist		
Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (A), interview (I)
Qualifications		
Good standard of education	E	A
NVQ or Equivalent in Administration	D	A
Experience/Knowledge/skills/abilities		
Well presented, conscientious and reliable	E	A/I
Sociable and outgoing personality	E	A/I
Enthusiasm for working around young people	E	A/I
Excellent organisational skills and an eye for detail	E	A/I
Excellent interpersonal and communication skills both orally and in writing	E	A/I
Emotional resilience and professional approach	E	A/I
Able to remain calm under pressure and prioritise work load, be adaptable and able to respond to unforeseen circumstances	E	A/I
Excellent telephone manner	E	A/I
Discreet and comfortable maintaining confidentiality	E	A/I
Strong IT skills in Microsoft Office (e.g. Word, Excel, Outlook) and databases	E	A/I
Valid First Aid qualification	D	A/I
Experience of working in education sector	E	A/I
Experience working with School Information Management System (SIMS)	E	A/I
Experience of working in an administrative role	E	A/I
Other		
Commitment to safeguarding and protecting the welfare of children and young people	E	A/I
Commitment to equality and diversity	E	A/I
Commitment to health and safety	E	A/I
Willingness to work occasionally outside of contracted hours	E	A/I

Applicants who have any questions can email the Head of HR, Mrs Jo-Ann Tierney
tierneyj@westholmeschool.com

Westholme School is committed to safeguarding and promoting the welfare of children and all staff must share this commitment – please refer to our Safer Recruitment and Safeguarding policies on the website.

Westholme School is committed to equality of opportunity in all areas of its work. All individuals will be treated in a fair and equal manner and in accordance with the law regardless of gender, marital status, race, religion, colour, age, disability or sexual orientation.