



Job Description & Person Specification

School Receptionist

Salary: Grade 5

Hours: 37 hours per week, term time only + 1 week (+5 inset days)

Location: Oriel High School
Maidenbower Lane
Maidenbower
Crawley
West Sussex
RH10 7XW

All duties will be expected to be carried out according to agreed School Policies and Procedures. Due regard will be given to appropriate Confidentiality concerning school matters at all times.

Line Manager::	• School Business Manager
General:	• To share in the corporate responsibility for the well being and discipline of the students attending the school.
Reception Duties	• To undertake reception duties, to welcome visitors to the school and to deal with enquiries as necessary. Take messages, and maintain records thereof, for staff when unavailable. • To liaise with Royal Mail regarding postal deliveries • Provide refreshments for visitors when requested. • To maintain the school diary, including the booking and preparation of meeting rooms, and organisation of refreshments through BAM if required. • To keep the diary for mini-bus bookings • To prepare visitor badges. • To be the contact point for visitors in the event of the Fire Evacuation procedures being implemented

	• To provide administrative support as required. To undertake typing and word-processing duties as required. • To manage the distribution of letters/messages as required. • To maintain a methodical and efficient filing system. • To manage the student ambassadors and co-ordinate mentor post. • To manage the maintenance of the display boards within the reception area. • To maintain a safe and tidy working environment • To keep any publicity materials within the reception area in good order • To manage lost property within school • To deputise in the absence of other office staff.
PFI	To liaise with BAM on operational aspects of the PFI contract, including: • Making arrangements for the hall/furniture bookings for assemblies and special events i.e. parents evenings. • To attend bi-weekly meetings with BAM and follow up issues arising. • To attend Operations meetings, raising issues and concerns on behalf of the school. • To follow up projects/issues between meetings and advise staff of progress. • To monitor jobs put forward to the helpdesk and chase progress accordingly, in line with Service Level Agreements. • Receiving and greeting visitors and contractors for BAM. • Receiving deliveries for BAM. • Directing and monitoring of BAM premises officers on site.

Telephone System	To manage the telephone system, including: • Allocation of extensions. • Arranging installation of new lines. • Preparation & distribution of up-to-date extension lists.
Uniform	• To liaise with the uniform shop manager on day-to-day issues relating to uniform supply for students..
Transport	• Advise transport of any changes to school timings which would affect transport, within agreed time frames.
CPD	• To follow a mutually agreed programme of continuing professional development.
	• Any other duties as may be reasonably requested by the Headteacher to reflect the changing needs and circumstances as the school develops and grows.

Person Specification – School Receptionist

Education & Training

- Good numerical and literacy skills to GCSE standard or equivalent.

Experience

- Computer literate with experience of Microsoft Office, email and internet.
- Ability to deal with general administration in a neat and organised manner.
- Previous experience of working in reception preferable. Skills & Abilities
- Ability to work effectively and respond well under pressure.

- Ability to provide a welcoming environment.
- Ability to face and deal with difficult situations and personnel.
- Organised and efficient administrative skills.
- Self- motivated with the ability to work with minimal supervision.
- Excellent communication skills including verbally, in writing, face-to-face and over the telephone.
- Ability to use initiative and apply sound decision making skills whilst understanding that some matters need to be referred to others.
- Good keyboard skills for accurate computer input and retrieval.
- Ability to work in a discreet and sensitive manner.

Personal Qualities

- Willingness to participate in further training and development opportunities offered by the school, to further knowledge.
- Courteous, calm and efficient telephone manner.
- Patient and diplomatic manner when dealing with staff, students, parents and visitors.
- Flexible, cooperative and supportive team player.
- Enthusiasm and confidence at working with a wide range of people.

Miscellaneous

- Professional, smart, business-like appearance in line with the “corporate” image of the Visitor Reception area.
- Friendly, welcoming and approachable disposition.