



JOB DESCRIPTION

Job Title:	Receptionist	Department:	School Office
Hours of Work:	Monday and Tuesday 08:00 – 18:00 hrs during term time and 08:00 – 17:00 hrs during school holidays. Wednesday 08.00 – 13.15 hrs during term time and 08.00 – 12.45 hrs during school holidays. This is as part of a Job Share Arrangement.		
Responsible To:	School Office Manager	Responsible For:	N/A

Summary of Role:

To provide the first point of contact service to parents, prospective parents and other visitors to the school.

To provide general front of house administrative tasks to ensure effective running of the School, including post/delivery of parcels.

To respond to all incoming calls in a prompt, friendly and efficient manner. To promote a positive image and be a good ambassador for the School.

This Job Description provides a guide to and general description of the duties and responsibilities of the Receptionist. The receptionist will be expected to undertake any support required by the School Office team as requested by the School Office Manager.

Principal Responsibilities:

- To greet all visitors to the school in a professional and welcoming manner.
- Check and record all visitors to the school, ensuring they are received by the staff member they are visiting and escorted as necessary.
- Issue visitor passes and safeguarding information to all visitors on entry and ensure the signing out of visitors and receipt of returned pass.
- Respond to all incoming calls, providing appropriate assistance or re- direct as required.
- Take messages when staff member is not available and ensure timely passing on of same.
- Verify identity and DBS documents to ensure Registered Contractors meet the school's Safeguarding requirements. Updating the tracker document accordingly.
- Create and distribute the Daily Bulletin to all staff and students. Collating information from the school calendar and other key documents to provide accurate information on the day ahead.
- Liaise with the Transport Officer to ensure students and visitors are collected from the school and station as required.
- Monitor all vehicles requesting access to the school site, activating the security gates as required.
- Monitor and action emails received in the "Reception" and "info@" email accounts.
- Receive and distribute all incoming mail during holidays and in the absence of the School Office Assistant.
- Collate and frank all outgoing post making during holidays and in the absence of the Administrative Assistant.
- Receive and pass on all internal communications liaising with the appropriate staff members.
- Ensure Reception area is tidy and kept clear of all clutter.

Responsibilities of the post:

- To provide a welcoming presence at the Main House Reception at all times, other than designated break periods.
- Receive deliveries and alert those responsible for the distribution or collection of same (during holidays and in the absence of the School Office Assistant).
- To be vigilant in ensuring all persons entering the Main House front door report to Reception.
- Accurately record details of all students leaving the site during school time, ensuring relevant permission has been granted.
- To inform relevant Year Office and School Office of all girls who arrive late.
- Responsible for issuing gate and station barrier passes for issue to parents and staff.
- Ensure the up to date admin staff fire list, Reception mobile phone and loud hailer are taken to the Assembly Point in the event of a fire alarm or evacuation.
- Arrange the booking of taxis and liaise with minibus drivers of any last-minute transport requests in the absence of the School Transport Officer.
- Arrange ad hoc station pick-up/drop offs, liaising with Transport, HOY and Caretakers.
- Ensure visitor's identity is verified, recorded and logged appropriately.
- Exam document folder – responsibility for the safe security of confidential paperwork. Keep a log of entries, liaise with Exams Officer and Caretakers as appropriate.
- School Loan Phones – Allocate mobile maintain excel spreadsheet and ensure the responsibility for the allocation and return of mobile loan phones, including the correct logging and charging of the same.
- Sale of stamps and purchase further stamps, when necessary, and maintain responsibility for the petty cash tin and the termly reconciliation.
- Distribute and advise staff/students about lost property. Communicate to all when necessary.
- Assist at Open Days/Speech Days in reception if requested.
- Report and liaise with Caretaker of any security concerns. Ensure visitors are within the safe boundaries and report any security camera faults.

Terms and Benefits

- **Start Date:** April 24
- **Working hours.** Working in a job share role. Term time hours are Monday and Tuesdays from 08.00 to 18.00 (with 30-minute unpaid break) and Wednesday 08.00 to 13.15. Working hours outside term time are Monday and Tuesdays from 08.00 to 17.00 (with 30-minute unpaid break) and Wednesday 08.00 to 12.45.
- **Salary.** £13,965.30 (prorated salary) FTE: £22,562.00
- **Holiday.** The holiday entitlement is 5 weeks per year plus public holidays (pro rata).
- **Pension.** The successful candidate will be auto enrolled into the school's pension scheme, which includes life assurance.
- **Lunch.** A free lunch is available in the dining room each working day when the kitchens are open.
- **Parking.** There is free parking on site.
- **Gym and Pool.** There are staff sessions for use of these facilities.

PERSON SPECIFICATION

Essential	Desirable
Operational Excellence	
<ul style="list-style-type: none"> • Experience of managing a busy reception desk. • Ability to provide a professional front of house reception to positively promote the image of the school. • Excellent telephone manner. • Ability to manage conflicting priorities. • Good communication and interpersonal skills and the capability to mix easily and work with all staff, visitors and pupils. • Fluent and accurate written and spoken English. • Good ICT Skills. 	<ul style="list-style-type: none"> • Experience working in the education sector. • Experience in using iSAMS – MIS system
Personal Behaviours	
<ul style="list-style-type: none"> • Well presented, self-motivated, enthusiastic and committed to supporting the school fully in this responsible position. • Contribute to the maintenance of a positive and supportive work culture; being prepared to assist colleagues during peak workload periods and to cover other duties on an occasional basis as reasonably required by the School Office Manager. • Be a person of integrity and initiative who is able to think ahead, prioritise and work accurately and flexibly without undue direction to deliver his/her outputs. 	
Ethos and Whole School Values	
<ul style="list-style-type: none"> • Committed to operating as part of the School community. • Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care. 	
Safeguarding and Pastoral	
<ul style="list-style-type: none"> • Committed to safeguarding and promoting the welfare of children and young people. • A satisfactory Enhanced Disclosure from the DBS. 	