



JOB DESCRIPTION

Job Title:	Receptionist/Administrator
Grade:	D (£22,737 pro rata)
Hours:	17.5 hrs pw, Term Time only (38 weeks)
Responsible to:	Operations Manager, Leadership Group.
Important Functional Relationships	<u>Internal:</u> School Admin/Finance team, Headteacher, Leadership Group, school staff, students, Governors. <u>External:</u> Visitors, Parents, suppliers of goods and services, Education Representatives.

Main Purpose of Job:

To act as the first point of call for all school visitors and callers. To welcome visitors and manage all telephone calls and queries, re-directing as appropriate.

Main Duties and Responsibilities:

1. To welcome visitors in a professional and friendly manner, dealing with general enquiries and ensuring signing-in procedures are followed.
2. To receive and prioritise incoming telephone calls and deal with them appropriately including recording, dealing with queries/concerns and distributing messages as required.
3. To ensure appropriate standards of tidiness and order in the school reception area so as to project a professional and welcoming environment for parents, students and visitors to the school.
5. To provide administrative support to other areas of the school as necessary.
6. To distribute incoming post and goods received and provide assistance with outgoing post.
7. To be the first port of call regarding school transport arrangements, liaising with Cornwall Council regarding school buses and taxis as well as making arrangements for any changes.

8. To maintain the diary for the booking of school minibuses..
9. To record details of students arriving late to school or leaving during the day for specific reasons. To update Satchel One as necessary.
10. To provide support to students in response to queries/concerns, when necessary.
11. To be prepared to act as a First Aider and attend training as required.
12. To be aware of and adhere to applicable rules, regulations, legislation and procedures e.g. SMART/School Policies and national legislation.
13. To maintain confidentiality of information acquired in the course of undertaking duties for the school.
14. To be responsible for your own continuing self-development, undertaking training as appropriate.
15. To undertake other duties appropriate to the grading of the post as required.

Date Prepared: July 2024

Job Description Prepared by: Looe Community Academy

PERSON SPECIFICATION

Job Title: Receptionist

Date: July 2024

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	At least 6 months experience of receptionist and/or administrative work.	Receptionist and administrative work experience in a school/college environment.	Application form. Interview.
<u>Education & Training</u>	Attainment of GCSE qualifications or equivalent (level 2 standard of education) to include Maths and English.	Attainment of NVQ level 2 qualification in receptionist/clerical related field.	Application form. Interview.
<u>Special Knowledge & Skills</u>	Computing skills Good Communication skills. Good Organisational skills.	Typing skills.	Application form/ Interview.
<u>Any Additional Factors</u>	Reliable. Discreet & confidential & sensitive. Friendly, confident and professional approach. Able to work on own initiative and as in a team. Comfortable with young people & children.		Interview.