**JOB DESCRIPTION**

Job title: School Receptionist

Location: Latchmere School

Pay Grade: D

**Relationships**

**Reports to:**

Office Manager, Head of School

**Important internal relationships:**

School leadership team, other members of the school office team, teachers and school support staff, pupils

**Important external relationships:**

Parents and carers, visitors to the school, local authority staff, agency staff, contractors and suppliers.

**Job Purpose**

To provide effective and efficient reception services, face-to-face and over the phone, and to be the first point of contact for all visitors to the school.

To make visitors feel welcome and provide a high-quality service that meets the needs of our customers, both internal and external.

**Duties and Responsibilities**

**Reception Duties**

* Maintain the front desk and school reception area tidy at all times.
* Maintain a professional image at all times.
* Maintain up do date knowledge of the school organisation, procedures and events.
* Provide exceptional customer service, at the reception desk and over the phone.
* Answering telephone calls and redirecting them or passing on messages as appropriate.
* Welcoming everyone who comes through the reception area.
* Assisting parents, pupils, visitors and members of staff with enquiries.
* Ensuring the safety and security of children and others on the school premises through use of the electronic signing in system.
* Checking DBS certificates of all visitors and noting the details on the appropriate form / in the folder.
* Processing regular visitors such as swimming helpers and premises contractors.
* Receiving and checking deliveries of goods and marking up for onward despatch by premises staff.

**School office support during quiet times:**

* Collect children from class, eg. For appointments.
* Deliver pupils’ forgotten items to classes, eg. Packed lunches, swimming kit.
* Provide administrative support to cover absence or assist with office workloads.
* Undertake specific administrative tasks as agreed with the office manager.
* Support colleagues with specific tasks to meet deadlines.

**Person Specification: School Receptionist**

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| **E/D** |  |  |
|  | **Education / qualifications** |  |
| E | Minimum Maths & English GCSE grade C or equivalent |  |
| E | Computer skills |  |
|  | **Work related experience and associated skills** |  |
| E | Competence in the use of PC based software, especially MS Office |  |
| E | Experience of working in a team based administrative environment |  |
| E | Experience of working in a customer focused environment |  |
| D | Experience of working in a school / other child focused environment |  |
| D | Experience of using SIMS or other computerised databases |  |
| E | Good organisational, and planning skills |  |
|  | **Personal skills / abilities** |  |
| E | Confidentiality, and ability to operate in a professional and tactful manner |  |
| E | Excellent interpersonal and written communication skills; ability to communicate clearly and effectively at all levels |  |
| E | Able to relate well with children |  |
| E | Ability to work effectively as part of a team, understanding school roles and responsibilities and own position within these |  |
| E | Polite, pleasant, efficient manner with a good sense of humour |  |
| E | Hard working, flexible and reliable |  |
| E | Patience and the ability to deal with a wide range of demands from variety of people |  |
| E | Highly motivated and able to work on own initiative |  |
| E | Ability to prioritise work |  |