



Kelmscott School

"Putting Learning First"

KELMSCOTT SCHOOL JOB DESCRIPTION

Post:	Receptionist
Hours:	36 per week (45.05 weeks per year)
Scale:	Scale 3
Responsible to:	School Business Leader (Via Comms & Systems Development Manager)
Responsible for:	N/A

Job Purpose

To provide a professional, efficient and welcoming customer service experience for all visitors to Kelmscott School.

To provide effective and timely communication face-to-face, over the telephone and by written correspondence

To ensure staff and students are kept safe by following appropriate safeguarding guidelines.

Duties & Responsibilities:

1. Welcoming all visitors to the school, undertaking appropriate safeguarding checks and issuing relevant identification and guidelines.
2. Maintain a tidy, welcoming and efficient reception area and ensuring all notice and literature is current.
3. Be aware of all relevant school activities and current staff to ensure enquiries are dealt with efficiently and directed to the correct staff
4. Answer the main school telephone line promptly, dealing with enquiries, taking accurate messages and passing them on promptly by the most appropriate method.
5. Retrieve and reply to voicemail messages promptly.
6. Monitor the school's published email accounts, respond promptly to enquiries or forward messages to the correct recipient as required
7. Distribute incoming mail
8. Respond promptly to radio calls for reception and maintain radio contact with Senior Leadership Team and Site Team

9. Frank outgoing post and ensure ready for collection daily
10. Operate the franking machine and arrange for top ups and accessories to be purchased as necessary
11. Operate the entry systems for the main gate and reception area and arrange for IT or site support as necessary
12. Ensure all visitors and contractors sign in and issue appropriate passes in line with the school's Safeguarding Policy
13. Monitor signing in and out process for staff, providing reports to senior staff as required
14. Book transport for staff, children and visitors when required
15. Manage the school mobile phones, ensuring that credit is always available and ensuring staff sign when it is required off site
16. Manage the school parking permits, ensuring that visitors and staff are issued with correct permits and park in designated bays
17. Assist with the arrangements for school trips and book sales, including the collection and recording of monies
18. To be an active first aider assisting students, staff and visitors as needed
19. Liaise with IT department in connection with telephone system as and when necessary
20. Send parent texts and emails for whole school/year groups as directed
21. Arrange morning refreshments and meeting refreshments for visitors as directed by senior staff
22. Ensure meeting rooms are kept tidy and a reasonable amount of stock is maintained at all times
23. Undertake duties as directed under the school's lockdown, fire and emergency plans
24. Send messages or items left at reception to students via student email
25. Undertake duties as directed under the school's procedures for late and absent students
26. Ensure that all staff have a designated post tray in staff room
27. Provide cover for other areas of the admin department when required
28. Assist the Business Support team with general clerical duties as appropriate including student filing
29. To support emergency evacuations for students and staff

General

1. The post-holder must carry out his or her duties with full regard to the School's Health and Safety, Equal Opportunities, GDPR and Safeguarding Policies.
2. The post-holder will participate in the school's performance management process and professional development opportunities.
3. The post-holder should have knowledge of and compliance with all school policies and procedures.
4. To play a full part in the life of the school community, supporting its distinctive mission and ethos, and encouraging and ensuring staff and students adhere to school expectations.
1. The post-holder will perform any such duties as are within the scope and the spirit of the job purpose, the title of the post, and its grading.
2. Be responsible to student behaviour and welfare in public places during break, lunch, change of lesson and at the beginning and end of the school day.
3. Participate in professional development opportunities and demonstrate a willingness to develop additional skills and expertise.
4. Keep up to date with current educational developments and legislation affecting your area of expertise.
5. To respect the confidential nature of information relating to the school, students and customers.
6. Treat students, parents and colleagues fairly, equitably and with dignity and respect.

This job description is subject to regular review and can be amended in line with the pay grade.

Receptionist
NJC Scale 3
Person Specification

CRITERIA	Essential	Desirable	Tested by
Experience			
Minimum 2 years working in a similar role or an educational environment	✓		Application Form
Working with Microsoft Office packages including Excel and Word	✓		Application Form
Working effectively with others to meet common goals	✓		Interview & Reference
Working with online platforms e.g., Microsoft Teams, Zoom, Google Drive		✓	Application Form, Interview & Reference
Working under pressure in a changing environment	✓		Application Form, Interview & Reference
School Management Information Systems, preferably SIMS		✓	Application Form, Interview & Reference
Education and Qualifications			
Minimum GCSE A*- C (or equivalent) in English and Maths	✓		Application Form
High level of IT literacy		✓	Application Form
Broad education that includes English and Maths		✓	Application Form
First Aid qualification or willingness to undertake training and administer First Aid	✓		Interview
Knowledge, Skills and Abilities			
Suitability to work with children	✓		Application Form, Interview & Reference
Ability to adhere to working procedures and policies	✓		Application Form, Interview & Reference
Ability to build and form working relationships with students, colleagues and parents, to work across operational boundaries, and to maintain appropriate professional boundaries	✓		Application Form, Interview & Reference
Ability to demonstrate attributes of discretion, tact and diplomacy	✓		Application Form, Interview & Reference
Ability to be loyal and trustworthy and maintain strict confidentiality	✓		Application Form, Interview & Reference
Show initiative, drive, enthusiasm and commitment to on-going improvement	✓		Application Form, Interview & Reference
Excellent administrative, organisational and prioritising skills, with outstanding attention to detail	✓		Application Form, Interview & Reference
Ability to manage own time effectively and demonstrate initiative including establishing priorities within own workload	✓		Application Form, Interview & Reference
Ability to work constructively as part of a team or individually, understanding school roles and responsibilities and own position within these	✓		Application Form, Interview & Reference
Ability to work under pressure and meet deadlines, whilst producing work that is accurate	✓		Application Form, Interview & Reference

Excellent communication, presentation and interpersonal skills	✓		Interview & Reference
Excellent punctuality, attendance and reliability	✓		Application Form, Interview & Reference
Ability to reflect on his/her experiences in a critical and constructive manner	✓		Interview & Reference
A sense of warmth and energy, respect for others and resilience	✓		Application Form, Interview & Reference
Demonstrate an aptitude and acceptance of working an environment that has numerous interruptions, changing workload demands and new organisational challenges	✓		Application Form, Interview & Reference