**MAIN PURPOSE**

The main priority will be the first point of contact for all front-line enquiries through the Switchboard or at Reception. Additional duties will comprise supporting the admin team in a variety of tasks to be organised alongside the main reception work.

**DUTIES AND RESPONSIBILITIES**

* Deal with all front-line enquiries either through the Switchboard or at Reception.
* Ensure that visitors to the school are welcomed and dealt with in a prompt, polite and friendly manner.
* Ensure Reception and Visitors’ waiting area are tidy, welcoming and present a good image at all times.
* Deal with switchboard calls quickly and effectively, directing callers to the appropriate persons or taking clear concise messages.
* Receive, sort and distribute external post.
* Frank outgoing mail and arrange posting.
* Produce the School Newsletter. This will include managing the shared drive where all contributions are placed and sending out regular reminders to ensure there is sufficient material each week. Produce newsletter, organise contributions, editing where necessary to deliver a professional looking document.
* Provide student support including first aid.
* Complete designated school break duty as required by the Head of School.
* Any other task requested by Office Manager, Head of School and Executive Head.

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
|  | **ESSENTIAL / DESIRABLE** |
| **QUALIFICATIONS & TRAINING** |  |
| A good level of education required, although no specific course or qualification is required. | **D** |
| Excellent numeracy, literacy and ICT skills. | **E** |
| First Aid trained. | **D** |
|  |  |
| **EXPERIENCE** |  |
| Well-developed ICT skills. Specifically all Microsoft Word products and e-mail. | **E** |
| Experience of working within a school. | **D** |
|  |  |
| **SKILLS, ABILITIES AND KNOWLEDGE** |  |
| Be highly computer literate; skilled in and familiar with all relevant programmes i.e. Arbor, maintaining a website and all Microsoft Office systems such as Excel, Word. | **E** |
| Have very good oral and written communication skills, to take accurate messages. | **E** |
| Possess excellent organisational skills. | **E** |
| Excellent interpersonal and communicating skills for dealing with visitors. | **E** |
| Able to handle peak periods, when there are both visitors to reception and calls to the switchboard, in a professional manner. | **E** |
| Able to answer the switchboard quickly and prioritise calls. | **E** |
| Have the ability to approach tasks in a methodical, accurate way with outstanding attention to detail. | **E** |
| Be able to prioritise. | **E** |
| Be able to meet deadlines. | **E** |
| Have the ability to work as a member of a team as well as independently. | **E** |
| Respond positively and flexibly to change. | **E** |
| Knowledge of relevant policies / codes of practice and awareness of relevant legislation. | **E** |
| Ability to treat all student information confidentially. | **E** |
| Ability to identify own training and development needs and participate in on-going training. | **E** |
| Remain calm under pressure. | **E** |
| Maturity and empathy in order to be able to deal with the unexpected. | **E** |
| Have good inter-personal skills and the ability to build effective working relationships. | **E** |
| Understand and respect the principles of confidentiality. | **E** |
| Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy. | **E** |