

Job description

Frances Bardsley Academy for Girls are part of the LIFE Education Trust, a group of schools that work together and have the same mission, to build great learning communities which unleash creativity and champion optimism, in a spirit of compassion.

We are looking for brilliant people to join the LIFE family who share and demonstrate our beliefs:

- Courageous Optimism
- Boundless Creativity
- Heartfelt Compassion

Job Title	Receptionist
Grade	Scale 3.5 – 3.6
Contract	Permanent
Hours	Part-time, 20¼ hrs per week, 38.2 weeks per year (term time + 1 inset day)
Reports to	PA to the Headteachers
Job Purpose	
	• To provide a professional receptionist service to the School
Duties & Responsibilities	
	• To be the first point of contact for both telephone and face-to-face enquiries and take messages where appropriate. • To ensure school safeguarding and security arrangements are always complied with, including the issue of visitor's badges and operating school entry systems. • To accept and sign for deliveries as appropriate. • To provide hospitality for visitors to the school. • To monitor the CCTV. • To be responsible for the sorting and distribution of incoming post and the sending of outgoing post, including the crediting of the franking machine. • To offer support to teachers for various things including locating teachers, students etc. • Accessing information on the school management information system (e.g. Bromcom) for telephone numbers, contact details, timetables etc. • To be flexible and assist with any event taking place in the life of the school. • To supervise Year 8 receptionist helpers • To ensure phone system external and internal voicemail is up to date and accurate for each user/department • To review the Reception Management Procedure to ensure it remains effective • To support and cover other receptionists as and when necessary • To support the Behaviour Management System in the school • To be aware of General Data Protection Regulations
General	
	• To participate in the performance and development review process, taking personal responsibility for the identification of learning, development and training opportunities in discussion with the line manager. • To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace • Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy

	- The Trust and Local Governance Committee is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share in this commitment. - The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade
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Person Specification

Knowledge, skill and experience requirements

Receptionist		
General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	Experience of reception work/school office work Educated to NVQ Level 2 or equivalent Completion of DCSF Induction programme
	Knowledge of relevant policies and procedures	General understanding of the operation of a school
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake basic calculations
	Technology	Ability to use photocopier Ability to use word processor
Communication	Written	Ability to complete basic forms
	Verbal	Ability to exchange routine verbal information clearly with children and adults
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes Ability to manage difficult or controversial exchanges
Working with Children	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Basic understanding of the learning experience provided by the school
	Child Development	Basic understanding of the way in which children develop
	Health & Well-being	Understand the importance of physical and emotional well-being
Working with others	Working with partners	Understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Teamwork	Ability to work effectively with other adults in the school
	Information	Ability to provide timely and accurate information
	Working with partners	Understand the role of others working in and with the school
Responsibilities	Organisational skills	Good organisational skills
	Line Management	N/A
	Time Management	Ability to manage own time effectively
	Creativity	Ability to follow instructions

General	Equalities	Basic understanding of Health & Safety
	Health & Safety	Understand and implement child protection procedures
	Child Protection	Understand procedures and legislation relating to confidentiality
	Confidentiality/Data Protection	Be prepared to develop and learn in the role
	CPD	Basic understanding of Health & Safety

Signed: _____ (Receptionist) Date: __/__/__