



## Trinity CE Primary School

### School Receptionist

Job Description Job Title: School Receptionist

Reports to:	Business Manager/ Headteacher
Position:	Part Time, Term Time only
Salary Range:	TBC
Type of Contract:	Temporary post for 2 terms

#### Main Features of the Position

The School Receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school the receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition, it is essential that the person for this role is organized, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same. The receptionist is also required to assist the Admin Team and Senior Leadership Team with various administrative tasks, requiring a good level of IT skills.

#### Key Responsibilities

1. To act as the first point of contact for the school: welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner.
2. Ensuring the safety and security of the school at all times, making sure that the front door is locked and entry to the premises controlled. Ensuring that all visitors sign in and take a visitor badge where necessary.
3. Communicating with parents regarding all aspects of school life, receiving and passing on information, between parents and teachers, including phoning parents to ascertain reasons for pupils' absence, first day response and ascertaining reasons for ant lateness.
4. Assisting with all admissions related tasks, including preparations for and assistance at Open Mornings, taking calls and recording details of enquiries from prospective new families. This also includes attendance related letters.
5. Maintaining and updating school information, records and databases.
6. Receive, sort and distribute all packages, deliveries and mail.
7. Ensuring that the reception area is kept smart and tidy and that noticeboards are kept up to date, including care for the plants.
8. To assist with the ordering of stationery, materials and first aid resources and ensuring that stock levels are maintained.
9. Assisting in the production of the weekly e-Bulletin and other school notices, posters and school publications.

10. Assisting with various administrative tasks and duties, utilising word, excel, outlook email and the school database updated. (training will be provided)

11. To act as one of the fire marshalls. Training will be given.

12. To act as first aider.

This job description is not an exhaustive list of duties and the post holder will be required to undertake any other reasonable duties as discussed and directed by the Line Manager.

Person Specification This section details the knowledge, skills and experience required for the role.

<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	
Knowledge and awareness of current customer service principles and practice.	
Qualifications and Skills	
A good level of computer skills. Familiarity with Microsoft applications, including: word, excel, Outlook and have internet skills	ECDL or equivalent level of IT skills. Experience of using databases.
Excellent organisational skills and ability to prioritise workload	
Excellent interpersonal and communication skills, in person, telephone and written.	
Ability to work independently and as part of a team.	
Excellent Customer Service Skills, with the ability to use discretion, patience, tact and respect for confidentiality.	
	First Aid Certificate
<b>Experience</b>	
Of working in a busy environment	Experience of working in a school
Of multitasking and working flexibly	
Of team working Experience of working with people	Experience of working with children
Demonstrable experience of working with systems and procedures	
<b>Attributes</b>	
A love of working with people and children.	
Willingness to develop self and skills	
Willingness to work collaboratively and as part of a team	
Ability to use initiative and be self -motivating.	
Maintaining a high level of confidentiality	