

Role Profile: Receptionist

Purpose

Reporting to the School Operations Manager, the Receptionist will play an integral role in the efficient running of the school reception, which is the first point of contact for enquiries at the school.

The Receptionist is responsible for ensuring that the Headteacher and SLT receive the administrative support that is required day to day.

The Receptionist will take pride in providing a high level of administrative support and work closely with colleagues to ensure that all enquiries that come into the school's main office are dealt with promptly and efficiently.

Key Accountabilities

- The Receptionist will be based in the school reception area, and support the current school Receptionist ensuring all visitors, contractors etc. are greeted professionally and that the necessary security and safety procedures are followed.
- To provide customer support and administration services for the School.
- Managing the support administration of the SLT including the distribution of school communications and school comms.
- Provide administrative support for members of Senior Leadership Team: Head, Operations Manager, Deputy Head, the DSL and Head of Early Years.
- To operate as a flexible member of the Admin Team, assisting with other duties as required by the Operations Manager and/or Headteacher
- Support the SLT in maintaining an accurate school calendar and ensuring this information is shared with parents.
- Maintain the school SCR and co-ordinate recruitment.
- Oversee the operational communications for the school, including sports communications.
- Offer support with Policy administration
- Assist with visitor management

Essential Skills:

- Excellent people skills – confident & friendly with a good awareness of customer care
- Excellent telephone manner
- High attention to detail with the ability to work methodically with accuracy at all times.
- Confident with IT and office software packages – will need to be able to use Word/Database systems at a competent level. Experience using iSAMS would be advantageous.
- Reliable and flexible with ways of working
- Able to show initiative and provide attention to time critical duties
- Ability to plan, organise and prioritise work schedules and be self- motivated to achieve deadlines

The Key Accountabilities listed above are not exhaustive and may be varied from time to time as dictated by the changing needs of the school. In this case, any significant changes or variations will be consulted with the post holder before undertaking these responsibilities.

Person Specification

Skills, Capabilities, Attributes	• Excellent people skills – confident & friendly with a good awareness of customer care • Excellent telephone manner • High attention to detail with the ability to work methodically with accuracy at all times. • Confident with IT and basic office software packages – will need to be able to use Word/Database systems at a competent level. • Reliable and flexible with ways of working • Able to show initiative and provide attention to time critical duties • Ability to plan, organise and prioritise work schedules and be self- motivated to achieve deadlines
Experience	• Previous experience working in a reception or office administration role • Experience of delivering excellent customer service

Diversity and Inclusion

We believe having a diverse workforce makes us better, smarter and happier and so welcome applicants from all backgrounds, genders, and races. We have an unwavering commitment to being fair and equitable in our recruitment process.

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding & student/colleague wellbeing
- To ensure that safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Redshift Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Key Stakeholders:

Internal – School SLT and Ops Mgr/Pod/SSC Ops Team/All school staff and students / Current Parents
External – Prospective Parents/ Third Party Contractors /ISI Inspectors/External H&S consultants

To be signed and dated by employee:

Signed:
Name (print):
Date: