



JOB DESCRIPTION

Job Title:	Receptionist	Department:	School Office
Hours of Work:	Monday and Tuesday 08.00 –18.00 hrs during term time/08.00–17.00 during school holidays. Wednesday 08.00–13.15 during term time/08.00–12.45 during school holidays.		
Responsible To:	School Office Manager	Responsible For:	N/A

Summary of Role

As the first point of contact for parents, prospective parents and other visitors to the School, provide a customer focussed, welcoming service whilst also prioritising the safeguarding of students through registering all visitors to the site. Manage the school switchboard, responding to and triaging calls in a prompt and welcoming manner. Additionally, to undertake wider, general administrative tasks in the support of the school office.

Principal Responsibilities

- To greet all visitors to the school in a professional and welcoming manner whilst remaining vigilant and cognisant of safeguarding priorities. Additionally, to provide presence at events on non working days such as open events and speech day when required.
- Undertake checking for visitors (including paperwork for visiting speakers), ensuring all visitors are logged on the entrysign system, signposting them to safeguarding information, and providing them with identification passes/lanyards accordingly.
- Verify identity and DBS documentation to ensure registered contractors meet the school's safeguarding requirements, updating tracker and scanning contractor suitability docs to network. Liaise with HR in the absence of appropriate documentation and with the Head of HR (or DFO in their absence) in the case of a risk assessment scenario.
- Liaise with appropriate staff to ensure all visitors are received and escorted as necessary.
- Collate weekend visitor packs, ensuring appropriate number of lanyards are provided and the appropriate staff are briefed re the entrysign system.
- Liaise with caretaking team regarding security concerns, reporting camera faults, and ensuring visitors are within the safe bounds of the site.
- Exam document folder – responsibility for the safe security of confidential paperwork. Keep a log of entries, liaise with Exams Officer and Caretakers as appropriate.
- School Loan Phones – maintain excel spreadsheet and ensure the responsibility for the allocation and return of mobile loan phones, including correct logging and charging of the same.
- Responsibility for daily distribution of the SLT mobile phone.
- Sale of stamps and purchase of further stamps, when necessary, maintaining responsibility for the petty cash tin and its termly reconciliation.
- Distribute and advise staff/students about lost property. Communicate to all when necessary.
- Administer details of students leaving site during school time (electronically and manually), ensuring relevant permissions have been granted.
- Manually record details of students signing in after morning registration on daily fire registers, informing appropriate personnel.
- Support the Attendance and Pastoral Officer in locating students either not in lessons, or for school counselling appointments.
- In the absence of the School Office Manager, provide cover for the Attendance and Pastoral Officer when required.
- Record teaching staff leaving site during school hours for calendar fire register purposes.
- Administer the staff fire list for all support staff.

- Ensure fire lists, Reception mobile phone and Loud Hailer are taken to Fire Assembly point in the case of a drill or evacuation, deputising for the Office Manager in their absence to check the register.
- Respond to all incoming telephone calls, providing assistance and redirecting where appropriate.
- Take messages when staff member is not available and ensure timely passing on of same.
- Receive and pass on all internal communications liaising with the appropriate staff members.
- Update key dates to school calendar via SOCS.
- Take responsibility for updating internal telephone list, half termly, ensuring new starters and leavers are administered accordingly.
- Create and distribute the daily bulletin to staff and students, collating information from the school calendar and other key documents to provide accurate information on the day ahead. Additionally, upload the bulletin to TrilbyTV.
- Monitor and triage correspondence coming into the Reception@ and Info@ email accounts, escalating to other staff member where appropriate.
- Assist staff with room bookings, where required.
- Liaise with the Transport Manager to ensure students and visitors are collected from the school where required, and in the event that taxis are required. Additionally, liaise with minibus drivers in the event of last minute transport requirements in the absence of the Transport Manager.
- Arrange ad-hoc station pick ups/drop offs, liaising with Transport Manager, Caretakers and other appropriate personnel.
- Monitor vehicles requesting access to the school site, activating the security gates where required.
- Liaise with the caretaking team to issue and distribute staff car park permits.
- Issue gate and station barrier passes to appropriate parents and staff, liaising with finance to arrange for deposit refunds.
- Receive and distribute all incoming mail and deliveries (during holidays and in the absence of the Administrative Assistant)
- Collate and frank all outgoing post making most efficient use of School funds (during holidays and in the absence of the Administrative Assistant).
- Ensure Reception area is tidy and kept clear of all clutter.
- Monitor 'school office' emails in the absence of the Office Manager.

PERSON SPECIFICATION

Essential	Desirable
Operational Excellence	
<ul style="list-style-type: none"> • Experience of managing a busy reception desk or working in an administrative/office environment. • Ability to provide a professional front of house reception to positively promote the image of the school. • Excellent telephone manner. • Ability to manage conflicting priorities. • Have a good communication and interpersonal skills and the capability to mix easily and work with all staff, visitors and pupils. • Fluent and accurate written and spoken English. • Good ICT Skills. 	<ul style="list-style-type: none"> • Experience working in the education sector. • Experience in using iSAMS – MIS system
Personal Behaviours	
<ul style="list-style-type: none"> • Well presented, self-motivated, enthusiastic and committed to supporting the School fully in this responsible position. • Contribute to the maintenance of a positive and supportive work culture; being prepared to assist colleagues during peak workload periods and to cover other duties on an occasional basis as reasonably required by the School Office Manager. • Be a person of integrity and initiative who is able to think ahead, prioritise and work accurately and flexibly without undue direction to deliver his/her outputs. 	
Ethos and Whole School Values	
<ul style="list-style-type: none"> • Committed to operating as part of the School community. • Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care. 	
Safeguarding and Pastoral	
<ul style="list-style-type: none"> • Committed to safeguarding and promoting the welfare of children and young people. • A satisfactory Enhanced Disclosure from the DBS. 	

Terms and Benefits

- **Working hours.** Monday and Tuesday 08.00 –18.00 hrs during term time/08.00–17.00 during school holidays. Wednesday 08.00–13.15 during term time/08.00–12.45 during school holidays.
- **Salary.** £25,694.00 prorated to 0.62 FTE (£15,930.28)
- **Holiday.** The holiday entitlement is 5 weeks per year plus public holidays (pro rata). It is expected that holiday will normally be taken in school holidays. Holiday is allocated in hours due to the split nature of the hours across term and non term times.
- **Pension.** The successful candidate will be auto enrolled into the School’s pension scheme, which includes life assurance.
- **Lunch.** A free lunch is available in the dining room each working day when the kitchens are open.
- **Parking.** There is free parking on site.
- **Gym and Pool.** There are staff sessions for use of these facilities.