**JOB DESCRIPTION**

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| **Job Title:** | Receptionist (Middle Lodge) | **Department:** | Operations |
| **Hours of Work:** | Monday-Friday 8.00am – 5.00pm Term time only | | |
| **Responsible To:** | Head of Operations | **Responsible For:** | N/A |

**Summary of Role:**

To be the first point of contact for contractors, post, deliveries and parcels to the School.

To provide general front of house administrative tasks to ensure effective running of the Middle Lodge Reception. To respond to incoming calls in a prompt, friendly and efficient manner. To promote a positive image and be a good ambassador for the School.

**Responsibilities of the post:**

* Manage the barrier system intercom, direct parents to Main House reception and all other visitors to Middle Lodge reception.
* Provide a welcoming presence at the Middle Lodge Reception counter at all times.
* Answer phone calls and direct as required or take messages and ensure they are passed on in a timely manner.
* Sign in and out all contractors that arrive on site, issue contractor passes and safeguarding information. Liaise with HR as necessary with current registered contractor requirements and ensure that these details are recorded on the system.
* Manage all post and deliveries to the school ensuring they are kept in a secure place and ready for collection and distribution by the Caretakers.
* Ensure Middle Lodge Reception area is tidy and kept clear of all clutter.
* Report and liaise with Caretakers regarding any security concerns.
* Provide administration support to the Head of Operations and the Operations Team.
* Assist at open days/Prize Days and other school events as requested (this may include some hours outside of the ones stated).
* Be responsible for the safe keeping of the First Aid Kit, Defibrillator and EpiPen. Liaise with the Health Centre to replenish first aid stocks within Middle Lodge.

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Operational Excellence** |  |
| * Experience of managing a busy reception desk. * Ability to provide a professional front of house reception to positively promote the image of the school. * Excellent telephone manner and customer service skills. * 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. | * Experience working in the education sector. * Experience in using iSAMS – MIS system |
| **Personal Behaviours** |  |
| * Well presented, self-motivated, enthusiastic and committed to supporting the School fully in this responsible position. * 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** |  |
| * 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** |  |
| * Committed to safeguarding and promoting the welfare of children and young people. * A satisfactory Enhanced Disclosure from the DBS. |  |

**Terms and Benefits**

* **Start Date:** ASAP.
* **Salary**: £10.98 per hour
* **Holiday**: The holiday entitlement is 5 weeks per year plus public holidays (pro rata), An element is included in the salary to cover holiday pay entitlement. It is expected that holiday will be taken in school holidays.
* **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.