**JOB DESCRIPTION**

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| **Job Title:** | Receptionist | **Department:** | School Office |
| **Hours of Work:** | Monday and Tuesday : 08:00 – 18:00 hrs during term time and 08:00 – 17:00 hrs during school holidays. Wednesday : 08.00 – 13.15 hrs during term time and 08.00 – 12.45 hrs during school holidays. This is as part of a Job Share Arrangement. | | |
| **Responsible To:** | School Office Manager | **Responsible For:** | N/A |

**Summary of Role:**

To provide the first point of contact service to parents, prospective parents and other visitors to the School.

To provide general front of house administrative tasks to ensure effective running of the School, including post/delivery of parcels. To respond to all incoming calls in a prompt, friendly and efficient manner. To promote a positive image and be a good ambassador for the School.

**Principal Responsibilities to be carried out with team members:**

* Respond to all incoming calls and direct as required.
* Take messages when staff member is not available and ensure timely passing on of same.
* Receive and distribute all incoming mail (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).
* Receive and pass on all internal communications liaising with the appropriate staff members.
* Check and record all visitors visiting the School and ensure they are received by the staff member they are visiting.
* Issue visitor passes and safeguarding information to all visitors on entry and ensure the signing out of visitors and receipt of returned pass. Liaison with HR/HOD as necessary with current registered contractor requirements and ensure that these details are recorded on the system.
* Ensure Reception area is tidy and kept clear of all clutter.

**Responsibilities of the post:**

* Provide a welcoming presence at the Main House Reception counter at all times, other than designated break periods.
* Receive deliveries and alert those responsible for the distribution or collection of same (during holidays and in the absence of the Administrative Assistant).
* To be vigilant in ensuring all persons entering the Main House front door report to Reception.
* Keep a general oversight of the area in front of Main House to ensure parking is tidy and that general matters of security are in order and drawing attention to the appropriate person when this is not the case.
* To check that girls registering out on local exeats have received appropriate permission and maintain Student and Staff Exeat Log.
* Inform relevant Year Office and School Office of all girls who arrive late or are at the Health Centre.
* Responsible for keeping a stock of Barrier Passes for issue to parents and staff for the front and rear barriers.
* Retain four Station Barrier passes for issue to staff for school trips, etc and ten Staff Holiday passes and ensure safe return of same.
* Ensure the staff log and the student exeat diary, Fire, Visitor and Domestic Services registers and loud hailer are taken to the Assembly Point in the event of a fire alarm or evacuation drill.
* Arrange the booking of taxis and liaise with minibus drivers of any last-minute transport requests in the absence of the School Transport Officer.
* Arrange ad hoc station pick-up/drop offs, liaising with HOY and Caretakers.
* Ensure ID checks are completed for visiting speakers. Ensure the completed paperwork is sent through to HR.
* Exam document folder – responsibility for the safe security of confidential paperwork. Keep a log of entries, liaise with Exams Officer and Caretakers as appropriate.
* Evolve – Trips. Ensure a copy of the paperwork with final student lists are copied to the relevant folder.
* School Loan Phones – maintain excel spreadsheet and ensure the responsibility for the allocation and return of mobile loan phones, including the correct logging and charging of the same.
* Responsibility of daily distribution of the SLT mobile phone.
* Sale of stamps and purchase further stamps, when necessary, and maintain responsibility for the petty cash tin and the termly reconciliation.
* Distribute and advise staff/students about lost property. Communicate to all when necessary.
* Assist at Open Days/Prize Days in reception if requested.
* Be responsible for the safe keeping of the First Aid Kit, Defibrillator and EpiPen located at reception. Liaise with the Health Centre to replenish first aid stocks.
* Report and liaise with Caretaker of any security concerns. Ensure visitors are within the safe boundaries and report any security camera faults.

**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. * 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. * 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** |  |
| * 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.
* **Working hours**. Working in a job share role. Term time hours are Monday and Tuesdays from 08.00 to 18.00 (with 30-minute unpaid break) and Wednesday 08.00 to 13.15. Working hours outside term time are Monday and Tuesdays from 08.00 to 17.00 (with 30-minute unpaid break) and Wednesday 08.00 to 12.45.
* **Salary**.  £13,324.23 (actual salary)
* **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.
* **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.