

St Margaret's School

JOB DESCRIPTION: RECEPTIONIST

Line Manager – Bursar, in conjunction with Academic Administrator

Main Purpose of the Job

To provide the school with a welcoming first point of contact for all visitors and telephone callers to the school. The Receptionist in particular represents and embodies St Margaret's.

To provide reception services and effective and efficient administrative of the school.

To attend to visitors and deal with enquiries on the phone and face to face. To supply information regarding the school to the general public, clients and customers.

To provide clerical and administrative support to senior managers

Outline of Duties

- Reception of visitors - greet persons entering school
- Responsibility for tidying and maintaining the reception area
- Answer telephone, screen and direct calls
- Deal with general enquiries from parents
- Take and relay messages
- Provide information to callers
- Direct persons to correct destination
- Deal with queries from the public
- Ensure knowledge of staff movements in and out of school
- General administrative and clerical support
- Prepare letters and documents
- Receive and sort mail and deliveries
- Schedule appointments - maintain appointment diary either manually or electronically
- Organise meetings
- Co-ordinate and manage letters/email communications to parents
- Co-ordinate form information for whole school events etc.
- Filing of records where appropriate

Administration

- To provide the school with a welcoming first point of contact (and environment) for all visitors and telephone callers to the school,

responding to enquiries where possible or referring to the appropriate member of staff.

- Reception, public interface, dealing with pupil enquiries, answering telephones and taking messages, dealing with faxes, emails and mail
- To provide high level IT skills for the production of letters/reports/surveys as required
- To provide general office skills, including photocopying, filing receipt and distribution of post
- To receive and pass on messages accurately as required
- Input of data into the school IT administrative systems, in particular recording, maintaining and updating pupil records on SIMS.
- Production of reports from pupil records.
- Providing administrative support to senior managers
- Other office-related administrative, clerical and support tasks as necessary
- Initial first line first aid

This job description sets out the main duties of the post at the time it was raised. The post-holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility. This is a common occurrence and would not justify a reconsideration of the grading of the post.

It is anticipated that the post will at first be part-time, mornings only (8am – 1.30), term-time only. Lunch will be available, free of charge, at 1.30.

Extra-Curricular Activities

St Margaret's encourages all members of staff to take part in extra-curricular activities and to support the pupils and the school by attending performances and concerts.

It would be very welcome if the person appointed were also able to offer help with, for example, outdoor activities. St Margaret's is at present looking for some help with its CCF. There would be some extra remuneration for this. It takes place on a Tuesday from 4 – 5.30. The CCF also involves several extra days during the year (including a Summer Camp) and some remuneration from the Army for these.

The post holder's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with St Margaret's School Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post the post holder becomes aware of actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the school's child protection officer.

Essential Criteria

Education and Experience

- Good standard of education
- Knowledge of administrative and clerical procedures
- Knowledge of computers and relevant software applications, keyboard skills
- Knowledge of customer service principles and practices

Key Competencies

- Verbal and written communication skills
- Professional personal presentation
- Customer service orientation
- Information management
- Organizing and planning
- Attention to detail
- Initiative
- Reliability
- Stress tolerance

Knowledge & Experience

Experience of working in a school or similar environment and be able to work to demanding schedules.

Skills & Personal Qualities

- ◆ Excellent Organisation and ICT skills
- ◆ Diplomacy and tact
- ◆ Ability to work as part of a team
- ◆ Ability to work on own and prioritise work
- ◆ Liaise effectively with staff, parents and visitors & the general public
- ◆ Work without day to day supervision on your own initiative
- ◆ Work to demanding and tight schedules
- ◆ Be flexible in the duties undertaken and to work within all reasonable requests

Working Environment

- ◆ The post will be office based within the school

Desirable Criteria

- ◆ Live within reasonable travelling distance of the school
- ◆ Experience of Health & Safety at work
- ◆ First Aid Appointed Person
- ◆ Experience in similar work