

THE HEATHLAND SCHOOL

RECEPTIONIST (12.30PM TO 5.00PM)

Scale 2/3

Term time plus 5 INSET Days

27.5 hours per week.

Actual salary for 39 weeks: £18,806.20 - £19,620.44

JOB PURPOSE

To ensure that efficient reception service is provided to meet the needs of the school.

KEY ACCOUNTABILITIES

Responsible to the Office Manager

The **Receptionist** is responsible to the Office Manager for:

1. Operating the central console switchboard ensuring that all calls are promptly and politely answered and appropriate action taken, including the dissemination of messages.
2. Forwarding all absence emails promptly to relevant Head of Year, Attendance and pupil support admin.
3. Update and maintain the confiscated mobile log on Teams.
4. To process pupil appointments ahead of time.
5. Reporting any faults on the telephone system to the Network Team.
6. Entering information regarding pupils arriving late in pupils diaries and late spreadsheet on Inventry, liaising with the Attendance Registrar to ensure the effective monitoring of pupils absence.
7. Welcoming all visitors to the school, including parents and pupils, assisting with queries or referring to the appropriate member of staff where appropriate.
8. Ensuring that visitors staying on the school premise sign in and are issued with a Visitors' Badge at Reception on their arrival.
9. Processing all outgoing mail, including responsibility for the efficient operation of the franking machine.
10. Distributing all incoming mail and emails to members of staff.
11. Completing educational references for former pupils and completing confirmation of attendance letters for current and former pupils.
12. Using SIMS to provide pupil attendance data upon request and entering attendance marks as and when required.

13. Routine photocopying as required.
14. Replenishing stationery within the school office.
15. Assisting in the day-to-day running of the school office.
16. Undertaking First Aid training to assist with medical as and when needed.
17. To follow all safeguarding procedures and complete training as required
18. To follow all GDPR procedures and complete training as required
19. To provide ad hoc admin assistance as and when required by the Office Manager.

This role is not limited to the above and can be changed depending upon the needs of the school.

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PERSON SPECIFICATION

Specification	Essential	Desirable
Qualifications	• GCSE 9-4 (A*-C) in English Language and Mathematics or equivalent • Willingness to undertake training • Previous front of house role	
Experience	• Experience in Microsoft Office • Proven experience in a fast paced front of house role • Experience in Microsoft Office	• Experience of working in a school • Experience of using SIMS • Experience of using MS Teams
Practical Skills	• Excellent communication skills • Ability to prioritise and multi-task • Ability to communicate with both adults and children • Ability to work constructively as part of a team • Willingness to learn and adapt quickly	
Personal Attributes	• Well presented • Organised and efficient • Reliable and punctual • Professional and friendly manner • Flexible and a team player	