



## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Receptionist</b>
<b>Reports to:</b>	<b>Administration Officer – Cover &amp; Marketing</b>
<b>Performance Manager:</b>	<b>Principal</b>

### **Overall Responsibilities:**

- To ensure the efficient operation of Reception
- To assist with the production, organisation, distribution and maintenance of resources within any area
- Undertake reception duties; receiving visitors to the school, maintaining accurate records in accordance with health and safety requirements
- To support the teaching team with the general administration of the Bedford Free School
- Work under own initiative to ensure workload is prioritised and efficiently completed
- To undertake such other duties which lie within the post holders competence and contribute to the learning environment within the school, which may be required from time to time

### **Team Duties:**

1. To assist, as appropriate, with the annual and other periodic audits
2. To assist with the organisation/administration of events, Open Days, Parents Evenings etc.

### **Main Duties:**

3. To assist with the management and organisation of the school reception area to ensure a caring and responsive service to visitors, parents, teachers and students and maintain a welcoming environment
4. To determine the appropriate first response to face to face, email or telephone enquiries from students, parents and visitors and redirect appropriately
5. To be able to take clear and concise messages for staff ensuring urgent messages are delivered
6. To maintain a high level of security to protect the Free School's staff, students and assets
7. To undertake phone calls home regarding absent students and updating school systems
8. To establish and maintain good relationships with all students, parents/carers, colleagues and other professionals
9. To complete all requested tasks within set deadlines for all staff, ensuring that all documentation and work produced is of an exemplary standard and conforms to Bedford Free School's house style
10. To maintain and update the school's digital signage on a regular basis to ensuring content is relevant and up to date

11. To produce and distribute the school's daily news in line with school procedures
12. To provide administrative and secretarial support to the teaching staff
13. To assist in providing a flexible administrative service, providing support and cover for absent colleagues
14. To administer first aid and ensure the medical room is kept to a high standard and that first aid supplies are kept well stocked
15. To maintain confidentiality at all times in respect of school related matters and to prevent disclosure of confidential and sensitive information
16. To support the Educational Visits Coordinator (EVC) in administering School Educational visits in line with school procedures, including managing parental consent forms, monitoring parental contributions etc.
17. To undertake word processing of documentation (letters, reports, memos etc.) including the collation for documentation packs as required and making layout presentation decisions
18. To assist with the internal and external post system by distributing post promptly and efficiently
19. To undertake any other associated duties as appropriate from time to time assigned by the Principal.

#### **Statutory duties:**

- **Safeguarding**

To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns in line with School procedures.

- **Equality and Diversity:**

To be responsible for promoting equality and diversity in line with School procedures.

- **Health and Safety:**

To be responsible for following health and safety requirements in line with School policy and procedures.

To act as a Fire Warden or First Aider as required.

To be responsible for recording all relevant accidents, injuries and incidents on Assessnet as directed.

- **GDPR - Data Protection**

To be responsible for following GDPR requirements in line with BFS and AS policies and procedures.

- **Training and development:**

To participate proactively in training and development including qualification development required in the job role.



## PERSON SPECIFICATION

**Job Title:** Receptionist

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"> <li>English and Maths at GCSE grade A-C or equivalent</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>RSA II or above Word Processing, ECDL or ITQ Level 2 or equivalent</li> <li>Safeguarding training</li> <li>Equality and diversity training</li> </ul>
<b>Knowledge/ Experience</b>	<ul style="list-style-type: none"> <li>Evidence of high performance in previous roles/jobs</li> <li>Experience of working effectively with people from diverse backgrounds</li> <li>Previous experience of clerical work</li> <li>Establishing effective relationships with staff, pupils and other stakeholders</li> <li>Evidence of understanding how to promote equality and diversity within the job role</li> <li>Working knowledge of Microsoft Office and a willingness to tackle complex word processing tasks</li> <li>Experience of operating computerised and manual systems</li> <li>Understanding of confidential and data protection matters</li> <li>Understanding of the demands of the administrative role to ensure effective prioritisation of workload</li> <li>Able to seek relevant information for problem solving and decision making</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a school office</li> <li>Knowledge of SIMs packages</li> <li>Experience of databases, spreadsheets, internet, electronic mail</li> <li>Experience of minute taking.</li> <li>Experience of operating a telephone system</li> <li>Experience of working effectively in a customer focused environment</li> </ul>
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>Ability to consistently create a welcoming and supportive environment for students and/or visitors</li> </ul>	<ul style="list-style-type: none"> <li>First Aid and Fire Warden training</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to make a positive contribution to the team, valuing and respecting others' expertise and contribution</li> <li>• Ability to promote the School's reputation and carry out School business appropriately and professionally at all times</li> <li>• Ability to communicate effectively and confidently face-to-face, on the telephone and in writing</li> <li>• Ability to form and maintain good working relationships and must be punctual and reliable</li> <li>• Ability to produce documents that are grammatically correct and spell checked</li> <li>• Ability to proof read and correct documents accurately</li> <li>• Ability to prioritise own workload and juggle a range of tasks and deadlines effectively communicating changing priorities to those involved</li> <li>• Ability to record, track and retrieve documents using files and folders (both paper-based and on the PC)</li> <li>• Ability to work on own initiative</li> <li>• Ability to communicate with students</li> <li>• Excellent interpersonal skills</li> <li>• Drive, Energy and vision</li> <li>• Efficient, methodical and organised</li> <li>• Calm under pressure</li> <li>• Reliable with a high degree of confidentiality and integrity</li> </ul>	
<p><b>Special Requirements</b></p>	<ul style="list-style-type: none"> <li>• Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults</li> <li>• Willingness continuously to update skills and knowledge</li> </ul>	

	<ul style="list-style-type: none"><li>• Awareness of health and safety requirements relevant to the job</li><li>• Must be a resilient character with a flexible approach to work</li></ul>	
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