

## HARBORNE ACADEMY JOB DESCRIPTION

<b>Post Title:</b>	Receptionist
<b>Salary:</b>	Grade 2 – SCP11- SCP19
<b>Purpose:</b>	To provide excellent customer service to all stakeholders including greeting and assisting all visitors to the academy in a professional manner and maintaining a pleasant atmosphere and appearance of the reception area.
<b>Reporting to:</b>	Office Manager
<b>Responsible for:</b>	N//A
<b>Liaising with:</b>	Head Teacher, Senior Leadership Team, Middle Leaders, Learning Support , Clerk to the Governing Body relevant staff with cross-Academy responsibilities, relevant non-teaching support staff, LEA staff, parents, BMET staff, Residents and other stakeholders.
<b>Working Pattern:</b>	The post if full time, all year round. In order to meet the needs of the Academy the post-holder will be required to work 8.00am until 17.00pm for three days and 16.30pm finish on two days, with a daily 30 minute unpaid lunchbreak. There will be a requirement to undertake some work in the school holidays and this will be based on the needs of the Academy. Actual hours will be confirmed with the post-holder on take up of appointment.
<b>Disclosure level:</b>	Enhanced

### MAIN RESPONSIBILITIES

- Welcoming all visitors to the school, undertaking appropriate safeguarding checks and issuing relevant guidelines/identification and maintaining accurate records.
- Maintaining a welcoming and efficient reception area and ensuring all notices and literature is current.
- Being aware of all relevant school activities and current staff to ensure enquiries are dealt with efficiently and directed to the correct staff i.e. parents evening dates, educational visits, extra-curricular activities.
- Co-ordinating the arrival of visitors to the school, including groups for events and ensuring appropriate staff are advised.
- Answering the main school telephone line promptly, dealing with telephone enquiries, taking accurate messages and passing them on promptly by the most appropriate method.
- Retrieving and replying to voicemail messages promptly.
- Ensuring messages are taken accurately and provided to the appropriate member of staff promptly.
- Ensuring the voicemail system is working effectively and reporting any faults to the appropriate personnel.
- Assisting with the booking of rooms for staff and maintaining accurate records.
- Assisting with the ordering of refreshments as required.
- Supporting the main office in whole school administration as required.
- Undertaking general administrative duties as required, i.e. reprographics, filing, distributing and franking of post.
- Ability to be a school first aider and respond to first aid calls as required.

- To contact emergency services as and when required, communicating clearly access arrangements and the location of the casualty.

## **GENERAL MATTERS**

- To set an example of personal integrity and professionalism
- A responsibility of promoting, safeguarding the welfare of children and young people he/she is responsible for or comes into contact with
- To ensure all tasks are carried out with due regard to Health and Safety
- To keep up to date with changes at the Academy through e-mails, staff briefing notes and attendance at relevant meetings
- To seek / implement modification and improvement where required
- To ensure effective communication as appropriate with all stakeholders
- To liaise with BMET, partner schools, higher education, Industry, Examination Boards, Awarding Bodies and other relevant external bodies
- To play a full part in the life of the Academy community, to support its ethos and to encourage staff and students to follow this example
- To continue personal development as agreed
- To engage actively in the performance management review process. To follow Academy Policies and Procedures, including but not limited to the office procedures and protocols
- Prioritise own work according to the Academy needs, ensuring accuracy and attention to detail
- Any other duties commensurate with the role
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description
- Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors
- The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

This job description is current at the date shown, but in consultation with you, may be changed by the Head Teacher to reflect or anticipate changes in the job commensurate with the grade and job title.