

## Role Profile: Receptionist Senior School

### Purpose

The Receptionist/Administrator is the initial point of contact for all external enquiries and visitors to Akeley Wood Senior School. By offering a professional, warm and efficient response to all stakeholders, they will play a pivotal role in creating an excellent first, and lasting, impression of the School. The postholder should be confident in meeting new people, and equally confident in knowing when they should give a holding response and seek further information. They will have the ability to select and filter information, as appropriate and to take into account Data Protection and Safeguarding policies. In this role they act as a crucial member of the Safeguarding Team and must be confident in ensuring all visitor checks and processes are completed accurately, and that visitors without the necessary ID are challenged. As with all staff they will be expected to share any safeguarding concerns with the DSL without delay and report any security breaches immediately. In addition to overseeing Reception, the postholder will be expected to undertake some key administrative duties, to include managing and overseeing the pupil registration and attendance procedures and the School's communications with parents (including School Comms messaging), ensuring that all communications are authorised, proofed to be accurate and present the School in the best possible light.

## Key Accountabilities (6-8 max)

- Welcoming all visitors, following procedures with regards to formal 'signing –in' and the issuing of visitors badges; guiding and directing visitors to their appointment.
- Answering all calls in a polite and efficient manner, directing the calls as appropriate, including the taking of detailed messages, and maintaining an accurate record of incoming calls, as required.
- Collecting and recording Pupil Registration details on a daily basis (each morning and afternoon) and circulating names of any absentees notified or recorded. Contacting parents of pupils for whom there has been 'unauthorised absence' notified in Registration to ascertain reason(s) for absence. Producing regular reports on attendance as requested by Heads of Year or Deputy Head (Pastoral)
- Receiving all incoming mail and ensuring distribution to relevant members of staff (Internal mail via staff and between sites)
- Supporting the First Aid Officer, dealing with illnesses and injuries affecting pupils and staff as necessary.
  - Checking that all First Aid requirements are met.
  - Notifying parents in the event of an illness/injury that necessitates advice to/contact with parents
  - Maintaining records in Accident Book and completion of Accident Report Forms.
  - Checking that First Aid boxes are kept up to date.
- Maintaining the SIMS database for all current pupils
  - To include all personal information
  - Academic updates including form lists
  - Oversee pupil registrations and monitor absences
  - Assist with the system requirements for timetable management
  - Yearly promotion mapping for new intakes
  - System Reporting
  - Training for staff as and when required
- Maintaining a parent database to enable contact with parents via email/School Comms and sending communications on behalf of the Teaching staff and School to parents.
- Maintaining and managing Pupil files, ensuring that all paperwork is securely stored in each individual file
- Providing administrative support to staff as required and in particular:
  - Assisting with letters home
  - General Admin (typing and system reports)
- Managing After School Club bookings and maintaining log book and records of attendance and staffing, producing Excel spreadsheet of charges for the Fees Bursar to enable invoicing of charges
- Maintaining all signing in and out records for staff and pupils including maintenance requests
- Ensuring that the School's Reception areas are maintained in a tidy and ordered appearance to reflect a welcoming attractive and professional image at all times
- Attending meetings and training sessions as required and assisting with major School functions eg Open Days, presentation evenings.
- At the discretion of the Head and School Business Manager such other duties as may reasonably be requested or required.

## Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good levels of written and spoken English.</li> <li>• Educated to A level standard.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent telephone manner and highly proficient interpersonal skills.</li> <li>• IT skills including working knowledge of Microsoft Office, Excel.</li> </ul>	<ul style="list-style-type: none"> <li>• Database implementation.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• High levels of attention to detail and accuracy.</li> <li>• The ability to work as part of a team and assist others when required.</li> <li>• Maturity and a calm friendly manner even when under pressure and the ability to employ tact and diplomacy in challenging situations.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a school.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Exemplary professional standards of appearance.</li> <li>• An understanding of the importance of handling confidential records appropriately.</li> </ul>	

## **Key Stakeholders:**

### **Internal**

- Head and Senior Leadership Team
- Business Manager and Administration Team
- Facilities and Site Management Staff
- All Teaching Staff
- Students

### **External**

- Cognita School Support
- External Visitors
- Parents
- Third party contractors and Volunteers

### **Remuneration**

- Competitive Salary
- Contributory Pension Scheme
- School Fee Discount
- Professional Development