JOB DESCRIPTION - RECEPTIONIST

**Responsible to: -** Senior School Administrator

**Hours: -** Monday - 8.30am - 5.00pm

 Tuesday - Thursday 8:30am-4:30pm

 Friday 8:30am-3:30pm (early closing in winter)

 Plus 5 days during the summer holidays

**Salary: -** £16,000

**GENERAL**

Kisharon School caters for pupils with learning difficulties. Whilst open to all faiths, we have an Orthodox Jewish ethos and our philosophy mirrors the diverse home life of our service users.

We offer our pupils a broad and balanced education, a full range of therapies, training opportunities and support in order to increase their independence and enhance their social and emotional development.

**JOB PURPOSE**

The School Receptionist will be an essential member of the Administrative Team and contribute towards the smooth running of the school. The Receptionist is the first point of contact for visitors to the school, parents, staff and children. As the ‘face’ of the school the receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition it is essential that the person in this role is organised, able to multitask and work flexibly. The Receptionist is also required to assist the Senior School Administrator with various administrative tasks.

The person in the role will be dealing with highly confidential and sensitive information. As such, it is imperative that a high level of discretion is maintained at all times.

**MAIN RESPONSIBILITIES**

**Reception Duties**

* Act as the initial point of contact for all enquiries by telephone and in person, advising staff, parents, pupils and visitors accordingly.
* Answer all telephone calls courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate.
* Ensure the answer-phone messages are checked early every morning and then regularly thereafter during the day.
* Take messages for staff and pupils and deliver the messages as required.
* Greet all visitors with courtesy and professionalism - represent Kisharon School accordingly in all dealings with staff, parents, visitors and outside agencies.
* Process ID checks for all visitors in accordance with the school’s safeguarding procedures ensuring everyone is signed in and out and wearing the appropriate identification.
* Seek to ensure the safety and welfare of pupils by being able to manage unexpected visitors.
* Provide refreshments to visitors when required.
* Maintain a tidy and orderly front office, staff room and meeting rooms.
* To act as one of the school’s fire marshals. Training will be given.

**Administration**

* Sort and distribute incoming post on a daily basis. Deal with all outgoing post, including recorded delivery requests, ensuring correct postage and timely delivery.
* Process pupils who arrive late and leave during the day for appointments/sickness etc and pass this information to staff as necessary.
* Maintain daily and weekly staff and training register sheets.
* Liaise with the Headteacher for attendance, where necessary.
* Assist with the implementation of school administration policies such as the student absence monitoring system. This could involve checking documents for errors, resolving queries and inputting of straightforward data on to the computer system.
* Maintain and update all administrative and information systems and processes as required. Assist with all administrative duties such as photocopying, filing, etc. Ensure photocopy room is organised and tidy. Ensure photocopy room is stocked with paper and laminating sheets when required.
* Order and maintain stationery requirements including office supplies, exercise books and arts and crafts resources.
* Maintain and order supplies/equipment for First Aid ensuring it is fully stocked and in date.
* Ensure the school’s notice board is updated as required.
* Assist in the distribution and circulation of information within the school and to parents and the local community.
* Support with administration associated with Parents’ Evenings, Open Evenings and other key school events and to stay late to provide front of hours support for these events.
* Support with whole school initiatives.
* Handle difficult situations and issues with sensitivity and calm ensuring you are always aware of the safeguarding of our pupils, data protection issues and the need for strict confidentiality at all times.
* Arrange booking/cancellations of taxi service for integration.
* Cover for absent colleagues and undertake other duties commensurate with the grade.
* Support administration and other operational staff as and when required.
* Carry out such other administrative tasks and duties as required by the Senior Administrator or Headteacher.

**Money Handling**

* Undertake routine petty cash handling duties, including receiving and recording payments, issuing receipts.
* Keep all money and associated paperwork in a safe and secured place.
* Record petty cash using nominal codes using the spread sheets and journal as directed.
* File copy invoices and send to Head Office to be processed and to maintain the spreadsheets.
* Top up Oyster Cards weekly.
* Monitor the invoice inbox and process accordingly.

**Child Protection**

* To be fully aware of an understand the duties and responsibilities arising from the Keeping Children Safe in Education 2018 Act, the Children’s’ Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the role within the organisation. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the role.
* To ensure that the Headteacher/Deputy Headteacher is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection.

**General**

* Promote an environment that safeguards and protects pupils and when necessary take responsibility for ensuring the appropriate child protection procedures are followed; Report to senior leadership team any concerns which arise through contact with children in line with the school’s ‘anti bullying’ and ‘child protection’ policies.
* Maintain high professional standards of attendance, punctuality, appearance and conduct
* Ensure positive courteous relations with pupils, parents and colleagues.
* Be responsible for own health and safety and that of colleagues in accordance with the Health and Safety at Work Act (1974) and other relevant directives.
* Contribute to the overall ethos/work/aims of the school.
* Ensure confidentiality is maintained at all times.
* Undertake any such activities deemed suitable by the Head Teacher/Governing Body commensurate with grade and experience
* Ensure own professional competence remains sufficient to provide effective support by seeking support for your practice and development.
* Participate in the School’s Performance Management process and attend whole school meetings when required.
* To attend internal and external, Inset days and staff development and training sessions as required.
* To work with the security guard and the security company as and when required.

**KISHARON SCHOOL IS COMMITTED TO SAFEGUARDING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS AND EXPECTS ALL STAFF TO SHARE THIS COMMITMENT.**

**Person Specification: Kisharon School Receptionist**

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|  | **Essential** | **Desirable**  |
| **Qualifications** | GCSE English and maths or equivalent | GDPR Training |
| **Experience, Skills and knowledge**  | Demonstrate varied experience in a reception area. Experience and knowledge of all school office procedures to carry out all administrative office in order to maintain the efficient running of the school. Demonstrable experience of working with systems and proceduresExperience of working with a range of people – students, parents/carers, staff, outside agencies.Excellent communication skills and the ability to communicate effectively with a wide range of people.Strong and efficient ICT skills with a variety of MS Office programmes and good word processing skills. Attention to detail and an ability to produce high quality documentation.Able to present the office and school in a professional manner at all time, to all levels (e.g.pupils/ parents/staff/ governors/visitors). | Relevant experience of working in a school environment  |
| **Personal Qualities** | High level of personal integrityCalm and flexible approach to workloadsHighly organised, methodical and ability to prioritise workload.Well presented & personableAbility to work independently and ability to work well within a wider staff team. Ability to understand and follow procedures Ability to maintain confidentiality A ’can-do’ approach and positive attitude to innovation and change  |  |

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