**JOB DESCRIPTION**

**SCHOOL RECEPTIONIST**

**Job Purpose:** To provide professional receptionist support to the School, being the first contact in receiving visitors, staff and pupils to the School.

To provide high quality administrative support to the Bursar and Headmaster and all their staff to ensure the smooth running of the department.

To help promote the School and its agreed aims and values to prospective and current parents and guardians in a professional and friendly manner.

To ensure all contact with children promotes happy, safe and well-cared for children.

**Core hours:** This role is term-time working two days a week (preferably Monday and Tuesday) from 07:45 to 18:15 (with ½ hour unpaid lunch break) plus 5 inset days. In addition, there will be a requirement to work 3 Thursdays a term, dates will be provided in advance every term.

There is also the occasional requirement to work evenings or weekends to support Open Days and key School events.

**Holiday:** 25 days plus bank holidays pro rata. All holidays to be taken outside of normal term time.

**Start Date:** As soon as possible but no later than January 2022

**Reporting Line:** The School Receptionist is accountable to the Bursar and Headmaster

**Key Responsibilities**

**Receptionist Duties**

* To welcome visitors, signing them in having checked their personal identification, directing staff, pupils, parents, Governors and other stakeholders as appropriate.
* Manage the School’s visitor entry system, Visipoint.
* Operate the School’s main telephone, transferring calls and taking and delivering accurate messages as appropriate.
* Managing the School’s main e-mail inbox, replying to or forwarding messages as appropriate and where necessary, making appointments for staff.
* Ensuring a clean desk policy is operated at the reception desk to meet Data Protection regulations and to ensure a tidy professional reception area is maintained at all times.
* Distribute pre-assigned minibus keys for sports matches and trips.

**Administrative Duties**

* Undertaking a range of administrative tasks to assist the Bursar, Headmaster, HR Manager, Registrar and Bursary team. Tasks may include filing, word processing, e-mails or photocopying amongst other tasks.
* Word processing a variety of documents including letters, e-mails, policies, newsletters and lists to a high level of accuracy
* Input registration forms for new pupils onto ISAMs
* Collecting, sorting and distributing internal and external post
* Updating and interrogating IT systems including ISAMs
* Preparing and photocopying classroom materials and other documents as required
* Provide back-up administration support to the Pre-Prep Secretary
* Answering and making telephone calls as required, recording details in written format as necessary
* To take minutes at school meetings as required.
* Manage communications to parents via School Post
* Update twice weekly the sports page of the parent portal with details of fixtures and return timings.
* Provide a daily Registration Status Report for the Department for Education (Covid requirement)
* Assist with the booking of after-school clubs via Evolve Clubs

**Pastoral Care and Safeguarding**

* To have due regard to safeguarding and promoting the welfare of pupils and to follow the child protection and safeguarding policies and procedures.
* To assist the HR and Compliance Manager in enforcing the School’s pre-employment checks and vetting procedures for new staff and visitors including checking, photocopying and signing DBS certificates, identity documents and qualification certificates to enable an accurate Single Central Record is maintained.
* Helping to provide outstanding pastoral care for children throughout the School.
* To ensure children are safely logged-off site when leaving during the School day for appointments.
* During Fire Drills provide the class and child absences registers.

**General Duties:**

* To build strong positive working relationships with all department within the School including other administrative teams, the Prep and Pre-Prep Schools, estates staff and the cleaning and catering teams, liaising with them as necessary.
* Hosting visitors respectively, providing tea and coffee for staff and visitors as appropriate.
* Playing a full and active part in the life of the School, including attending evening and weekend events as they arise.

**All staff are expected to:**

* Follow the School’s safeguarding policy and procedures and to ensure the wellbeing of all pupils is their highest priority.
* Contribute to the day-to-day running of the School and follow its policies and procedures, having due regard for the Health and Safety of self and others.
* Take an active role in ensuring the realisation of the School Development Plan
* Treat each pupil and each other as an individual with courtesy and respect.
* Take part in relevant training programmes identified by the School.
* To carry out any other reasonable duties as requested by the Head or Bursar.

**Person Specification:**

The successful candidate will have experience or be able to demonstrate the following attributes:

**Skills and Knowledge**

* Educated to A Level standard essential
* Previous experience of working in a school reception (desirable)
* Excellent communication skills including a high standard of written English
* Experience in a professional customer facing role
* Experience in administration or secretarial roles
* Highly effective communication skills, and able to speak confidently to a range of stakeholders (including senior staff, parents and Governors), in order to strengthen relationships.
* Experience of maintaining a customer database along with proven IT skills. Experience of iSams desirable.
* The ability to work independently as well as part of a team, remaining highly organised and calm under pressure whilst meeting tight deadlines.
* Education sector experience beneficial but not essential.

**Personal Attributes**

* We operate as a small team and the successful candidate will be expected to maintain a ‘can-do’ positive attitude, be flexible to changing demands in a fast-paced environment and be easy to get on with.
* Dynamic, self-motivated and clear communicator.
* Clear understanding and belief in the ethos of Twyford School.
* Professional, combined with a warm and approachable personality and with a sense of humour.
* Open to new ideas and have the ability to reflect, review, learn and change as appropriate.
* Ability to work independently with initiative and as part of a team.
* Love working with children

This job description will be subject to regular review and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder’s professional responsibilities and duties.

*September 2021*