

# Job description

**Job title:** Receptionist  
**Job ref:** XS 8.7  
**School:**  
**Grade:** Dorset Grade 2  
**Reports to:** Office Manager / Bursar / Resource Manager

## Main job purpose

To provide reception/telephone services within the school; to ensure all visitors and/or telephone callers to the school are received in an efficient and effective manner.

(Enquiries from pupils and clerical duties in support of the school office services form a significant and flexible element of the job, including undertaking manual and computer data entry/extraction and other clerical duties).

## Main responsibilities and duties

1. To receive telephone calls, deal with enquiries direct or redirect to the appropriate member of the school's staff, taking messages and arranging appointments and ensuring messages are passed to staff in a timely manner.
2. To greet visitors and personal callers to the school, ascertain the purpose of the visit, require visitors to register and arrange for visitors to be directed to the appropriate person and to be accompanied at all times within the school.
3. To liaise with caretaking services to ensure prompt movement of deliveries to the school.
4. To update and maintain telephone data listings and ensure timely and regular notification/circulation to staff of amendments.
5. To complete appropriate computerised data input and paperwork associated with the clerical and administrative needs of the school (e.g. school transport records, pupil database).
6. To ensure the reception area is tidy and hazard free.
7. To provide clerical support to all areas of the school (e.g. pupil listings, wordprocessing).
8. To undertake general office duties, including the preparation, collation/copying reports, bulletins and documents, organising and maintaining filing systems and assisting in the absence of colleagues.
9. To be responsible for processing incoming and outgoing mail.
10. Promoting and safeguarding the welfare of children and young people in accordance with the school's safeguarding and child protection policy.

## Knowledge & skills

1. Keyboard skills, to be able to work accurately, under own initiative for short periods of time and to work in an organised and flexible manner.
2. Good telephone manner
3. Ability to work on own initiative and as part of a team.

## Supervision & management

The postholder will often be required to work without direct supervision. Supervision will be present where necessary.

## Problem solving and creativity

At busy times needs to prioritise.

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## Key contacts and relationships

Daily contact by telephone/face to face with Headteacher/Staff/Pupils/Parents and other visitors to the school.

## Decision making

There is a need to establish the importance and urgency of contacts made.

## Resources

General Office equipment (e.g. Word Processor, photocopier, Optical Mark reader, Fax Machine, telephone and post/franking machinery.)

## Working environment

Working in busy Office with frequent use of IT equipment.

The post is subject to constant interruptions.

Occasionally processing heavy loads of incoming/outgoing mail.

Size, Phase and type of school and pupil profile. Split site school.

Approval			
Prepared by	Chris Matthews	Date	January 2005
Designation	Pay and Reward Manager		

