

# Stratford upon Avon School

<b>Job Title:</b>	<b>Receptionist</b>
<b>Grade</b>	<b>Band E (4 -6) (salary details at appendix 2)</b>
<b>Hours:</b>	<b>14.25 hours per week/40 weeks per year</b>
<b>Reporting to:</b>	<b>Admin and Planning Manager</b>
<b>Department:</b>	<b>Administration</b>

## Main Purpose of Job

- To provide an excellent customer service as the schools first point of contact for visitors and telephone callers.
- To provide basic administrative support as part of the school administrative team
- To cover in areas across the team as the need arises

## Main Duties & Responsibilities

### Switchboard

Receive and transfer calls

- Receive and pass on messages by the most appropriate method. This will include messaging over the computer network, the MIS, voicemail, verbally and on paper
- Dealing with general enquiries by providing the first level response
- Dealing with complex calls / enquiries providing an initial response and where necessary forwarding onto the relevant party.
- Occasionally dealing with more complex calls where management cannot be contacted and or a second level response is not immediately possible.
- Liaise with the telephone system supplier, ICT Technicians and Facilities Manager regarding programming the system, maintenance and related issues
- Maintain and distribute the staff telephone list
- Train staff in telephone switchboard use as necessary
- Make phone calls to obtain information or pass on messages, as necessary

### Visitor Management

- As the first point of contact for visitors to the school, provide a welcoming service
- Receptionists lead in ensuring visitors are signed in according to our safeguarding rules.
- Operate this visitor system and ensure all members of staff are aware of the procedures
- Dealing with general enquiries by providing the first level response
- Dealing with complex visitors/ enquiries providing an initial response and where necessary forwarding onto the relevant party.
- Occasionally dealing with more complex visitors where management cannot be contacted and or a second level response is not immediately possible.

### General Reception Management

To control students leaving and entering the school site via reception/main door during school day. Use of school MIS to locate students and staff when necessary.

- Check, accept and sign for goods and post, alerting the duty caretaker, who will deliver them to the recipient
- Manage the staff inbox, directing emails to the most relevant person and responding where appropriate
- Maintain a reception area that is welcoming and uncluttered
- Ensure Reception is fully equipped with supplies, stationery etc
- Operate the tannoy system as required
- Be responsible for maintaining and archiving appropriate records relating to security, such as records of visitors and similar

### Other Responsibilities

- To keep abreast of school development and activities to be able to respond to general enquiries from parents, students, staff and external visitors.
- Work will be undertaken alongside the Admin Team, at the discretion and direction of the Admin and Planning Manager/Senior Administrator (training will be given where necessary)
- To cover in the ASR/Reprographics when required
- Any other duty appropriate to the general area of operation and in line with the broad range of responsibilities and aptitudes expected

### Health and Safety

The post holder must have the moral courage to insist on appropriate safety standards within their area of influence, whilst not using Health and Safety as an excuse to water down the educational experience for the students.

### General

#### Entitlement to:

- A clear management line and access to the immediate line manager
- An annual performance review, which includes the setting of individual performance targets in line with the established school procedure
- Time and opportunity for professional development, in an appropriate form

### Requirements

- The postholder is expected to comply with the provisions of the Data Protection Act 1998 and other relevant legislation. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the school's Data Protection Policy and Procedure.
- Knowledge of and compliance with relevant school policies and procedures e.g. Health & Safety, No Smoking, Acceptable Use of the Internet, procedure to gain authorisation for expenditure, privacy policies, Child Protection etc.
- Willingness to undertake training /professional development in-house or externally.
- Participation in the performance management system in force for all staff.

### Notes

- Stratford upon Avon School reserves the right to alter the content of the job description to reflect changes to aspects of the role, without altering the general nature of the role or level of responsibility.
- The responsibilities detailed are subject to the terms and conditions laid down in the Contract of Employment for Support Staff.
- The job description summarises an indicative range of duties, responsibilities and outcomes, but does not seek to imply the relative priorities or the proportion of time to be spent on each.

## Appendix 1

### Support Staff Posts

#### Corporate

- Support your line manager or team leader as required in maintaining a customer focus, efficient working, establishment and following of operating procedures, compliance with health and safety and other regulatory requirements, identifying desirable developments, and providing clear support in general for teaching and learning, student progress and wellbeing, and any external or collaborative arrangements with which the school is involved
- Contribute to the effective operation of support services
- Be prepared to share good practice with other schools and relevant bodies. This may include undertaking duties and work in other schools and at other locations

- As part of a team of support staff, provide assistance with the invigilation of examinations if required
- As a member of staff working in a school setting, have a duty to help keep young people safe and to protect them from sexual, physical and emotional harm and to take reasonable steps to ensure the safety and wellbeing of students

### **Working with Students**

- As part of a team of support staff, provide assistance with a variety of other provision if required, such as supervision of private study, accompanying school visits, general staff duties etc.
- Be prepared to engage in elements of guidance or instruction to students in line with specific job role, area of interest or expertise.

### **Membership of Groups**

- From time to time, take the opportunity to be involved in working groups, designed to enhance the learning or operational aspects of school life.

## Appendix 2

### Receptionist

#### Terms and Conditions of Employment specific to the post

##### Working Hours

This role is shared across three posts and some flexibility would be ideal, as times may need to be interchangeable. This post is for 14.25 hours per week, 3 days per week, Wednesday to Friday between the hours of 11:45am – 4:30pm.

Where 6 hours or fewer are worked per day, a lunch break can be omitted.

Working weeks will be 40, comprising 38 weeks of school terms, plus one week of staff learning days. One additional week is required during the summer break for administrative tasks and reception cover. This week is to be agreed with the Admin and Planning Manager and will not include the first week of the summer break. Staff working less than a 37-hour week will work pro-rata training day hours, either pro-rata on each training day OR a pro-rata number of training days, by agreement with HR.

Occasionally additional hours may be available; these will be remunerated at the appropriate rate and will be agreed in advance by the Admin and Planning Manager.

##### Holidays

- a) Term-time staff are paid for a pro-rata proportion of holidays applicable to the grading of the post and the length of their service.
- b) All holidays are deemed to be taken within school holidays.
- c) The allocation of holidays against which pro-rata payment is made is 22 days for new entrants to schools, academies, or local government. 25 days after 4 years' continuous service, plus 8 Bank Holidays and 4 Statutory days

##### Other Benefits

- Free car parking
- Wellbeing employee assistance programme
- Contributory pension scheme

##### Remuneration

Starting salary for a full-time post at Band E is within the range £ 23,115 to £23,893 starting point depending on experience and qualifications.

The actual salary for the hours / weeks worked will be in the range £7,909 to £8,287, subject to any continuous service.

*All positions at Stratford-upon-Avon School are subject to the Disclosure Barring Scheme  
This post is subject to an Enhanced Disclosure.*