

Job Description

Post: Receptionist

Purpose

To challenge educational and social disadvantage by achieving the highest possible standards of customer service and preparing all our students to lead successful lives.

Duties and Responsibilities

- Admit all visitors and callers to the Academy, establishing the nature of the visit / call and ensuring all visitors are signed in and out as appropriate.
- Comply with Academy procedures by ensuring a secure site is maintained.
- Manage the InVentry visitor management system.
- Alert academy staff to the arrival of visitors and monitor the collection of visitors.
- Create a welcoming atmosphere and good first impression to visitors ensuring the Reception area is kept tidy at all times.
- Liaise with staff regarding the delivery of parcels to and from the academy and liaise with the Site Manager for the prompt distribution of parcels from Reception.
- Operate relevant equipment / IT packages (e.g. Word, Excel, SIMS, ParentPay).
- Ensure paperwork is signed in and out for staff each day.
- Assist with student welfare duties by liaising with staff and parents.
- Operate the emergency evacuation procedure relevant to the front entrance.
- Co-ordinate lost property.
- Sort, distribute and prepare post using the franking machine.
- As a trained First Aider, deal with students who require first aid assistance throughout the day.
- Co-ordinate after school clubs through InVentry.
- Complete general administration and data input tasks.
- Support students throughout the day by fulfilling pastoral responsibilities.
- Participate in the academy coaching process.
- Engage fully in the academy appraisal process to fulfil personal potential and be able to participate effectively in the implementation of the academy's goals and improvement plan.
- Attend meetings / training and carry out administrative tasks and duties as specified on the academy calendar.
- Consistently implement all academy policies.
- Contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a Designated Safeguarding Lead.
- Carry out any other reasonable duties as requested by the Principal.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.