

## Role description

Role title:	<b>Receptionist</b>
Accountable to:	Reception Manager
Role purpose:	The primary focus of this post is to provide front of house services for the school. The reception is the first point of contact for everyone involved in or contacting the school and this post is thus key to our overall effectiveness. <b>The Reception area is busy and vibrant and can be an exciting and challenging environment.</b>
Remuneration:	Salary: £17200 for a full-time post (37.5 hours over five days per week)
Position:	Permanent
Role relationships:	School Business Manager Reception Manager - line manager Teaching staff Administration and non-teaching support staff Parents and families, Visitors and prospective parents and families

## Accountability

The Receptionist is accountable for:

- Ensuring all colleagues, parents and visitors receive a positive impression of the school
- Dealing with parents, colleagues and visitors to the school in a professional manner;
- Making necessary ID checks on all visitors
- Keeping the reception area tidy and professional during work hours

## Key Tasks

AREAS OF ACCOUNTABILITY	KEY TASKS
Front of house	<ul style="list-style-type: none"> <li>• Meeting and greeting all visitors to the school;</li> <li>• Ensuring all visitors are informed of their responsibilities towards safeguarding and health and safety whilst in the school;</li> <li>• Maintaining the visitor book and monitoring staff sign-in;</li> <li>• Answering the telephone, taking messages and directing them to the appropriate person or department;</li> <li>• Checking emails and messages;</li> <li>• Responding to general enquiries from parents, the public and external agencies;</li> <li>• Receiving deliveries and post;</li> <li>• Managing entry and exit to the school during working hours.</li> </ul>
Administration and support	<ul style="list-style-type: none"> <li>• Assisting the attendance officer with the twice daily register checks?</li> <li>• Working with and updating the appropriate areas of the school's information management system;</li> <li>• Maintaining pupil records relating to absence requests;</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintaining post logs, deliveries and outgoing mail;</li> <li>• General clerical support tasks for school activities.</li> </ul>
<b>Professional standards and quality assurance</b>	<ul style="list-style-type: none"> <li>• Handling all types of communication in a professional and friendly way;</li> <li>• Promoting a good impression of the school to all parents, staff and visitors;</li> <li>• Maintaining confidentiality at all times, being sensitive to the needs of others;</li> <li>• Setting a good example in terms of dress, punctuality and attendance;</li> <li>• Working within the staff group to help the smooth day-to-day running of the whole school;</li> <li>• Supporting the aims and ethos of the school;</li> <li>• Attending team and staff meetings;</li> <li>• Actively engaging in the school's policies and procedures and being fully compliant in their implementation.</li> </ul>

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope of the post. All members of staff are required to be professional, co-operative and flexible and undergo reasonable and directed professional development. This may require out of 'normal hours' and personal study which may be unpaid.

## Person Specification

<b>Essential</b>	<b>Desirable</b>
<i>Qualifications, training and experience</i>	
<ul style="list-style-type: none"> <li>• Experience of working in a busy reception or demanding customer service environment, preferably in a school or other educational setting;</li> <li>• Educated to a good standard;</li> <li>• Experience of using school management information systems (we use Arbor).</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid training;</li> <li>• Health and safety awareness training;</li> <li>• Child protection training.</li> </ul>
<i>Knowledge, understanding &amp; attitudes</i>	
<ul style="list-style-type: none"> <li>• Ability to remain calm in a noisy and busy environment;</li> <li>• Ability to work effectively in a team and keen to work with colleagues in the development of the school in its pioneering phase and beyond, and with its curriculum;</li> <li>• Positive and friendly approach to challenging people and situations;</li> <li>• Sensitivity to the needs of vulnerable adults and children;</li> <li>• Understanding of child protection and safeguarding procedures;</li> <li>• Understanding of procedures and legislation relating to confidentiality;</li> </ul>	<ul style="list-style-type: none"> <li>• A flexible approach to working patterns;</li> <li>• Can-do mentality</li> </ul>
<i>Professional qualities</i>	
<ul style="list-style-type: none"> <li>• Ability to work effectively on own initiative and as part of a busy team;</li> </ul>	<ul style="list-style-type: none"> <li>• To be proactive and initiate action</li> </ul>



<ul style="list-style-type: none"> <li>• Ability to prioritise tasks effectively and respond to quickly changing circumstances;</li> <li>• Ability to work independently, in an organised manner under tight deadlines;</li> </ul>	
<i>Skills</i>	
<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills, with the ability to communicate effectively with pupils, colleagues and parents;</li> <li>• Excellent ICT skills, including recent knowledge of commonly used mail clients, spreadsheet and word-processing software;</li> <li>• Excellent time management skills;</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using School Management and Safeguarding Information Systems (we use Arbor and CPOMS)</li> </ul>

### Essential application information

Steiner Academy Exeter is committed to safeguarding children and young people and expects all staff and volunteers to share this commitment. Candidates must be suitable to work with children and will be expected to undertake an advanced DBS disclosure. Candidates must have the right to work in the United Kingdom. Candidates from abroad will be asked to provide criminal records clearance from countries of residence, as well as evidence of eligibility to work in the United Kingdom.

Applications for the post must be made on the standard application form, which can be found on our website at <http://www.steineracademyexeter.org.uk/current-vacancies> .

**Deadline for receipt of completed applications:** 12 noon Monday 25<sup>th</sup> February 2019

**Interviews will be w/c 4<sup>th</sup> March**

Please be aware that the SAE is not able to guarantee a school place for the children of staff. Whilst every effort will be made to ensure that staff who wish to enrol their children in SAE will be able to do so, the school's admissions arrangements and its statutory commitments to inclusion mean that no commitment can be made or certainty offered.

Paul Hougham, Acting Principal, January 2019