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| **Paddock School** | **Job Title: Front of House (Receptionist/Administrator)** |
| **Responsible to: Marketing Officer / Executive Support** | **Responsible for: No staff management responsibility** |
| **Grade: Scale 3**  **Spinal point: 5 -6** | **Working Hours: 36 per week**  **TTO / AYR: Term Time only** |

**Main Job Purpose**

Front of House provides a full reception, telephonist and pupil data management service at, and across, all school locations to ensure a high level of internal and external customer satisfaction.

As the ‘Face of Paddock’, Front of House is wholly customer focused and ensures that the school is seen to be welcoming, friendly and efficient.

Front of House promotes and contributes to the vision, values and aspirations of the school.

**Accountabilities**

Front of House is accountable for telecommunications, the school’s post and admin email inbox, welcoming visitors, visitor security processes, eBulletins and school notices, pupil sign-in/sign-out processes, parent evenings, room bookings and customer complaints.

Front of House will manage, record/collate pupil information and data, ensuring a high degree of quality and confidentially to meet school, LA, statutory and legislative requirements.

Front of house will maintain a basic register of attendance for staff and maintain and collate information on accidents in school.

**Main Duties and Responsibilities**

Organisation

* Contribute to planning for admissions including collating and distributing welcome and transition packs
* Contribute to the organisation of administrative systems
* Undertake research and obtain information as requested, reporting outcomes to the Business and Operations Manager.

Post

* Sort and distribute all incoming post quickly and accurately and process all outgoing post in a prompt and reliable manner.

Admin Email

* Manage the “Office” email mailbox and use judgement to redirect messages to appropriate department or people.

Phones

Processes all incoming phone calls to the right people in a timely, customer friendly, professional and accurate manner, including taking and disseminating messages.

* Log any customer/suppliers/parents/staff complaints regarding the speed of telecommunications and submit a monthly report to the Business and Operations Manager.

Visitors and Pupils sign-in/sign out

Maintain the visitor and pupil security processes in an accurate and customer friendly manner.

* Assist with arrangements for visiting professionals, nurse, photographer etc
* Conduct ID checks of visitors as required
* Accompany visitors on site as required
* Maintain a record of visitors
* Manage the pupil sign-in and sign-out process and records, e.g. for appointments etc.

Reception duties

Provide a friendly and professional welcoming/greeting service.

* Liaise with a range of stakeholders including members of the public, parents/carers, contractors, social services, governors, guests, transport and after school clubs
* Support visitors to enter/exit buildings, sign-in and provide relevant information, including safeguarding information
* Reassure anxious visitors in an appropriate way
* Maintain the “Didn’t we do well” visitors book and provide a monthly report to the Business and Operations Manager on the comments made by visitors

Room Bookings

* Manage the room booking system and liaise with the facilities team to ensure that the booking meets customer requirements for set up and resources.

Notice Boards

* Administer the weekly e-bulletins and maintain school notices and publications.

Site Safety, Maintenance and Environment

Take responsibility to ensure that relevant site safety requirements are adhered to and identify opportunities for improvement.

* Liaise with contractors and visitors and administer site security and reception arrangements
* Collate information on buildings maintenance faults and report them to facilities services to action
* Ensure all reception spaces are kept clean and tidy
* Fulfil fire marshal duties
* Maintain the accident book. Monitor and report all accidents in school and take proactive steps to address issues with the Facilities Manager and Business and Operations Manager
* Ensure maximum security for school site at all times and advise on improvements
* Record and produce basic reports of extraordinary events such as summoning emergency services.

Family liaison

Front of House acts as the main point of contact for contact with parents in relation to all aspects of school life.

* Administer the parent app, sending messages and collating responses as necessary
* Arrange parent evenings and keep a record of attendees
* Liaise with the facilities team to ensure that parents evenings meet customer (staff/parents/pupil) requirements for set up and resources
* Create and send routine letters e.g. attendance, dinner money, pocket money etc.

Adhoc services

Provide refreshments, photocopying and perform ad hoc duties to the Business and Operations Function as and when required.

Pupil Administration and Databases

Front of House is responsible for punctual and accurate collection, inputting and dissemination of pupil data.

* Input and maintain full and accurate SIMS data, the database on pupil attainment and work closely with other agencies involved and with the EHCP Manager
* Disseminate Pupil data to authorised agencies included pupil census
* Maintain confidential information and pupil emergency contacts
* Manage and maintain the classroom registration process
* Ensure that pupil information is shared appropriately with regards to medical issues, care plans, allergies etc.
* Maintain a database of meeting notes, e.g. TAC and other, and record outcomes of meetings on database e.g LAC status, CP status etc
* Input pupil academic progress data into SIMS or similar
* Input pupil IEP data into Evidence for Learning or similar system
* Monitor staff attendance and inform HR and heads of school of absences
* To create simple reports from SIMS and other systems on request such as behaviour logs, attainment data etc

**Safeguarding / other duties and responsibilities**

* To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the council.
* To be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role
* To ensure that the Headteacher is made aware and kept fully informed of any concerns in relation to safeguarding and/or child protection.
* To comply with all the school’s codes of practice, policies and procedures, including the code of conduct, and those relating to child protection, data protection and health and safety
* Comply with all Paddock School policies e.g. child protection, health, safety and security, equal opportunities, confidentiality and data protection, reporting all concerns to the appropriate person.
* Ensure confidentiality at all times
* Contribute to the overall ethos, work and aims of Paddock School
* Attend training as directed and identified
* Establish and maintain constructive relationships and communication with other agencies, colleagues and professionals
* To be committed to the promotion of equality, diversity and inclusion within the whole school community and maintain an awareness of the school’s equalities policy statement; to work to create and maintain a safe, supportive and welcoming environment where everyone is treated with dignity and their identity and culture are valued and respected; to report any instances of inappropriate behaviour or discrimination immediately
* To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning GDPR and Health and Safety.

**Key Measures**

* Turnaround of incoming and outgoing post
* Response time to calls
* Customer satisfaction
* Quality and timeliness of messages to recipients
* Quality and timeliness of data input

**Person Specification**

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|  | **Essential** | **Desirable** |
| Qualifications | * GCSE or equivalent in English and Mathematics | * Certificate in Front of House Reception. IT skills in SIMS, word processing, spreadsheets and email |
| Experience | * Receptionist duties and experience of working in a school setting | * Experience of working in a special educational needs school |
| Knowledge and Skills | * Delivering customer services in a polite and courteous manner regardless of the situation * Communicating effectively with customers and others and ability to deal calmly with difficult situations * Excellent IT, verbal and written communication skills * Excellent telephone manner * Efficiency and excellent planning and organisational skills * Attention to detail and ability to manage large quantities of data and information in a timely and efficient manner * Ability to work alone, and be part of a team and be self-motivated * Ability to balance conflicting demands * Excellent time keeping and professional appearance |  |