**JOB PROFILE**

**Receptionist**

**DATE** January 2020

**JOB CONTEXT** Saint Cecilia's Church of England School is a co-educational Church of England comprehensive school for pupils aged 11-18 years in the Diocese of Southwark and the London Borough of Wandsworth, specialising in the teaching of music and mathematics. There are 150 pupils in Year , with potential to increase to 180 as the school expands. There are now 950 pupils on roll, including approximately 200 in the Sixth Form.

This job profile reflects the vision, aims and policies established by the School’s Governing Body.

This job profile recognises the requirements of the current Teachers' Pay and Conditions Regulations and reflects the vision, aims and policies established by the Governing Body.

**TITLE** Receptionist

**JOB PURPOSE** To be responsible for providing an efficient front line service for the school reception area.

To be responsible for meeting the daily demands of staff, pupils, parents, visitors and outside agencies.

To be responsible for operating the school’s main telephone communications system, answering all external telephone calls and directing appropriately.

To be responsible for all incoming and external mail.

To be responsible for completing school registers accurately and reporting monthly statistics.

To undertake any additional duties or responsibilities as reasonably determined by the Headteacher.

**ACCOUNTABLE TO**

for line management The Office Manager

and appraisal

**Key Tasks and Responsibilities**

**Reception**

To welcome visitors and ensure that their needs are met.

To meet the daily demands of staff, pupils, parents, visitors and outside agencies.

To respond to enquiries from teachers, students, parents and external contacts promptly

To check and monitor the ‘Reception’ inbox.

To check and monitor ConnectEd for absence messages

To check and monitor the absence phone messages

To ensure that all information displayed in the reception area is maintained to a high standard.

To be responsible for deliveries and to liaise with the Premises Manager for prompt distribution to staff.

To deal with confiscated/lost property

To be responsible for maintaining a tidy and efficient reception area, including the

reception office.

**Communications**

To answer all incoming telephone calls in a polite and welcoming manner and

direct calls appropriately.

To be responsible for all incoming and external mail.

To open and date stamp all external post and forward to the necessary person.

To ensure that all external mail is correctly franked and ready for the daily Royal

Mail collection.

**Administration**

To accurately complete registers making necessary calls home, send late/absent emails home via ConnectEd , complete the late book registrations.

To book meeting rooms when required

To sign in/out and allocate passes/lanyards for visitors

To issue attendance information to staff

**First Aid Officer**

To act as one of the school’s first aid officers.

To attend to pupils’ minor first aid needs and log details in the medical book

**Training**

To undertake any training courses relevant to the post.

**General**

To dress appropriately and in accordance with the school support staff dress

code.

To follow the school policies