

JOB DESCRIPTION

Post Title	Receptionist
Salary Scale / Grade	Scale 3 SCP 5-6
Primary Workbase	Medina College
Hours per week	37 hours per week
Full time or Term time	Term time plus 1 day
Reporting to	Deputy Admin Manager

Job Purpose:

To provide a highly effective and efficient College reception, ensuring high customer service at all times as well as designated administrative and clerical tasks.

Key tasks and responsibilities:

- To answer incoming calls and respond to answerphone messages in a timely manner. Ensure timely onward distribution and / or recording of calls or messages in the most appropriate format to the relevant people.
- To provide a professional response to all visitors including appropriate signing in/out arrangements ensuring safeguarding procedures are adhered to. Ensure car parking and emergency vehicle access given to visitors.
- To receive all post and deliveries and sign for as required. Open incoming mail and distribute as appropriate. Ensure efficient distribution of deliveries including liaison with the Premises Team. To organise outgoing post including the use of the franking machine and liaison with the Post Office regarding collections.
- To maintain and arrange servicing of the franking machine and ensure that postage credit is always at a reasonable level.
- To maintain the General Administration email inbox ensuring emails are directed to the appropriate departments and/or members of staff in a timely manner.
- To co-ordinate and undertake duties associated with hospitality, including room bookings, refreshments, ordering of lunches, stock maintenance and general housekeeping.
- To co-ordinate the booking of internal meeting rooms and manage the meeting room calendar.
- To co-ordinate the booking of the school minibus and manage the minibus calendar.
- Monitor the fire panel during an evacuation.
- To ensure stationery levels are maintained in the main office including postal and first aid supplies.
- To assist the administrative assistant where required with general clerical tasks.
- To support the administration and co-ordination of whole school events.

Other responsibilities

- To follow and support the college's policies reflecting the commitment to high achievement and effective teaching and learning.
- To contribute to the maintenance of the college's ethos by expecting high standards from all of the students in both lessons and social times, and modelling these high standards personally.
- To ensure all duties and responsibilities are discharged in accordance with the college's health and safety at work policy.
- To promote and safeguard the welfare of students and young people you are responsible for or may come into contact with.
- To undertake any other reasonable tasks as directed by the Executive Headteacher.

Review:

This job description is subject to annual review and / or change at other times in response to identified needs. It is expected that the post holder will undertake additional duties, as required, and in agreement with their line manager, to operate in a flexible environment.

PERSON SPECIFICATION

	Essential	Desirable	How Tested A – Application I – Interview T - Test
QUALIFICATIONS AND TRAINING			
GCSEs at 4 / C or above in English and Mathematics or equivalent		✓	A
NVQ level 3 or equivalent		✓	A
ECDL or equivalent		✓	A
First Aid Certificate		✓	A
EXPERIENCE			
Day to day working experience and skill with Google Docs, Google Sheets, Google Mail and database systems		✓	A, I
Experience of working with Arbor		✓	A, I
Successful experience of customer services	✓		A, I
Experience of working in an educational setting		✓	A, I
KNOWLEDGE AND UNDERSTANDING			
Understanding and experience of the main safeguarding principles	✓		A, I
SKILLS AND ABILITIES			
Good interpersonal skills with adults and children alike in a variety of settings	✓		I
Good non-verbal communication skills	✓		I
Good written communication skills	✓		A
Ability to work flexibly within a team	✓		A, I
Highly dependable, trustworthy and able to meet deadlines	✓		A, I
Ability to prioritise, coordinate and organise work under pressure	✓		A, I
Conscientious and positive disposition	✓		I
Good ICT and Administrative skills	✓		A, I
PERSONAL QUALITIES AND ATTITUDES			
Ability to maintain high quality professional relationships with all	✓		I
Ability to be discreet and professional at all times, ensuring confidentiality is upheld	✓		I
Calm, approachable, resolution-focussed disposition	✓		I
Excellent attention to detail and presentation skills	✓		A,I, T
Ability to think creatively, be innovative and willing to contribute ideas	✓		I
Willingness to participate in further training and developmental opportunities to further knowledge	✓		I