

# Parkwood Co-operative Academy Trust

## Receptionist Job Description

**Job Title:**

Receptionist

**Reports To:**

Assistant Business  
Manager

**Scale:** 3 Point 14-17

**Job Purpose:** The School Receptionist is the first point of call for visitors to the school, parents, staff and children. As the 'face' of the school, the receptionist should be welcoming, personable, helpful and able to represent the School in a professional and friendly manner. In addition it is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same. The Receptionist is also required to assist the Business Team with various administrative tasks, and therefore requires a good level of IT skills.

- To act as the first point of contact for the school.
- Welcoming visitors and responding to telephone and email enquires in a helpful and constructive manner, and ensuring that appropriate actions are taken in a timely manner.
- Ensuring the safety and security of the school at all times, making sure the front door is locked and entry to the premises is controlled. Ensuring that all visitors sign in and take a visitors badge.
- Dealing with the induction/compliance checks for Agency staff.
- Communicating with parents regarding all aspects of school life, receiving and passing on information, between parents and teachers, including telephone parents to ascertain reasons for pupil's absence.
- Assisting with events, end of term celebrations and fundraising, including taking minutes at meetings.
- Maintaining and updating school calendar
- Receive, sort and distribute all mail and packages.
- Ensuring the reception area is kept smart and tidy and that all noticeboards are kept up to date.
- Responsible for maintaining fire register board, and distribution of daily bulletins to staff
- Assisting with various administrative tasks and duties, utilising word, excel, outlook email and the school database (training will be provided).
- To provide administrative support to members of staff including SLT.
- Updating and managing Care Plan Folders and audit.

This job description is not an exhaustive list of duties, and the post holder will be required to undertake any other reasonable duties as discussed and directed by the Line Manager.

### MISSION STATEMENT

**'Parkwood Hall Co-operative Academy aims to provide a caring and safe environment with a specialised and holistic approach to education, allowing each individual to reach their maximum potential and to prepare them for life outside school.'**

*" Parkwood Hall Co-operative Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment". The Governing Body*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Principal

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## Receptionist Personal Specification

Personal Specifications	Essential	Desirable	Evidence
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education including English and maths</li> <li>• Good communication skills, both verbal and written</li> </ul>	English and Maths to GCSE or beyond	Qualification Certificates Interview tasks
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Worked in an admin environment</li> <li>• Experience of working successfully and co-operating as a member of a team</li> </ul>	Worked in a school office environment	Application Interview
<b>Professional Values</b>	<ul style="list-style-type: none"> <li>• Be sympathetic to the school's ethos and aims and meet the expectations of the school's Governing Body</li> <li>• Be able to establish and maintain good professional relationships with pupils, parents and colleagues</li> <li>• Adopt a flexible approach to working</li> <li>• Be committed to school improvement</li> </ul> <p>Have the ambition and drive for your own professional development</p>		Application Interview
<b>Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• Understand the statutory requirements regarding Safeguarding, Equal Opportunities and Health &amp; Safety</li> <li>• Be confident in the use of Excel, Word, email and database programs</li> </ul>	Knowledge of working with, school management databases	Application Interview
<b>Skills</b>	<ul style="list-style-type: none"> <li>• To be able to deal with regular interruptions</li> <li>• Establish and develop appropriate relationships with parents and governors</li> <li>• Communicate effectively (both verbally and in writing) at all levels e.g. pupils, staff, parents and visitors</li> <li>• Promote a positive working environment</li> <li>• Be able to work under pressure</li> <li>• Produce accurate work</li> <li>• Ability to work with minimal supervision and to act on own initiative.</li> </ul>		Application Interview
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Punctual</li> <li>• Approachable and empathetic</li> <li>• Creative and enthusiastic</li> <li>• Organised and resourceful</li> <li>• Be of smart appearance</li> <li>• Uphold the ethos and values of the co-operative Academy</li> </ul>		Application Interview
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Undergo an Enhanced DBS check</li> <li>• Be willing to undergo a pre-employment health check</li> </ul>		DBS check Occupational Health Check