

JOB DESCRIPTION – RECEPTIONIST/TELEPHONIST

Responsible to: PA to the Principal

Hours: 40 hours a week (8:30 – 5:00pm) term time plus 7 days.
(30 minutes for lunch)

PURPOSE:

To provide a high quality front line service to visitors or callers to the Academy. The receptionist/telephonist will form one of the office team and contribute to the daily office routines.

A reception handbook is available highlighting procedures to be adopted which support the key responsibilities.

KEY RESPONSIBILITIES:

- To greet visitors in a professional manner creating a good first impression.
- To manage the electronic visitor register ensuring all visitors sign in and wear the visitors badge.
- Ensure only staff and students gain access to the school at appropriate times.
- To answer calls promptly and politely directing callers to the right person, taking messages and screening calls.
- Ensure all messages are emailed to the right person promptly.
- To keep the reception area tidy informing the Facilities team of any health and safety issues.
- Sort incoming post as soon as it arrives and deliver or place in appropriate post trays in the staff room.
- To oversee the kitchen area ensuring sufficient stocks are available and the area is kept clean and tidy, liaising with the Facilities Manager as appropriate.
- To maintain school noticeboards in reception and outside the main entrance of the school.
- Ensure all out going post is franked and ready for collection each day in readiness for Royal Mail. Make certain that the franking machine is kept in good working order.
- Assist with Parents' evenings.

- To order stationery for the admin department as required from approved suppliers.
- Registering student fingerprints for biometric cashless catering, and issuing lunch cards during break and lunch times.
- To carry out various activities relating to students, issuing timetables, plasters and the toilet key.
- To maintain the lift key procedure.
- To assist with routine admin tasks such as emailing or texting parents and inputting data as and when required.
- Any other duties as may be reasonably required by the Senior Administrator.

This job description may be updated from time to time to reflect the changes to reception procedures.



Future Academies is committed to safeguarding and promoting the welfare of children and young people and expects all members of staff and volunteers to share this commitment. An Enhanced Disclosure and Barring Service check is required for this post.

June, 2018