

## **JOB DESCRIPTION**

<b>POSITION:</b>	Receptionist
<b>REPORTS TO:</b>	School Business Manager
<b>RESPONSIBLE FOR:</b>	N/A
<b>LOCATION:</b>	Heathermount School

### **MAIN PURPOSE:**

To provide a welcoming, professional, and efficient first point of contact to all visitors. To ensure that all calls received are dealt within a professional, efficient, and friendly manner.

### **MAIN TASKS AND RESPONSIBILITIES**

- To promptly, accurately, and professionally deal with all received telephone calls and inquiries from both external and internal sources.
- To filter cold calls appropriately, and to ensure that messages are recorded and promptly relayed.
- Meet and greet all visitors to the school in a professional and welcoming manner.
- To assist with all hospitality that is required for visitors/meetings.
- To ensure that the reception area and staff room is clean, tidy, and welcoming always.
- To be responsible for dealing with all incoming and outgoing mail efficiently and effectively.
- Assist with basic admin duties for new starters.
- To maintain part of the schools achieving in the holidays.
- Maintaining cleaning storage area and stock levels.
- Maintaining and updating student records.
- Assist School Business Manager in data collection.
- To undertake any other reasonable duties falling within the administration role as identified by the Headteacher such as meeting taking, photo copying, filing, school calendar organisation and parent communication.
- May be required to undertake additional administration duties as necessary to support smooth running of the school and/or deputise in the absence of others.

### **PERSONAL DEVELOPMENT, SUPERVISION AND TRAINING**

- Participate in regular support, appraisal, and review meetings with line management
- Continuously develop professional knowledge and expertise, attending and participating in learning and development events, meetings,

- conferences, and events (as requested/approved by line management) to ensure up to date knowledge relevant to the role
- Attend and participate in regular team and other meetings, both internal and external

## **POLICIES AND PROCEDURES**

- The post holder will be expected, always, to be familiar and comply with the written policies, procedures, and guidelines for good practice, issued by The Disabilities Trust and Heathermount school
- Ensure the Health & Safety policy and procedures are always adhered to
- Take personal responsibility for own health and safety and report incidents and potential hazards as necessary.

## **CHILD PROTECTION**

All employees have a duty for safeguarding and promoting the welfare of children and young persons. Staff must be aware of the school's procedures for raising concerns about children's welfare and must report any concerns to the Designated Safeguarding Lead without delay. Staff must also ensure they complete the appropriate level of safeguarding children training identified by the school as relevant to their role.

## **ETHICS AND CONFIDENTIALITY:**

Heathermount school operates in a constantly changing environment and as such work priorities and objectives may change. The Headteacher reserves the right to make reasonable changes to the job purpose and accountabilities.

All staff are required to respect the confidentiality of all matters they may learn relating to their employment, other members of staff and the public.

*This job description is intended to be a dynamic document, subject to agreed alteration and development in line with the evolution of the role.*

Staff members name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_