

Job Title: Receptionist
Grade: D
Responsible to: Headteacher's PA, Headteacher

Main purpose of Job:

- To act as the first point of contact for all school visitors and callers.
- To provide first aid to pupils and staff.
- To co-ordinate and distribute lost property.

Main Duties and Responsibilities

1. To welcome visitors in a professional, calm manner ensuring that signing in procedures (in accordance with safeguarding procedures) are followed correctly.
2. To receive and prioritise incoming telephone calls and to deal with them appropriately including recording and distributing messages.
3. To be familiar with Microsoft Office.
4. To provide first aid to pupils and staff and to record incidents and follow-up accordingly.
5. To co-ordinate collection and distribution of lost property.
6. Responsible for out-going post and parcels, use of the franking machine.
7. To provide information to parents, visitors and pupils regarding school events and activities and other information.
8. To maintain confidentiality of information acquired in the course of undertaking duties, to be discreet and patient.
9. To undertake other duties appropriate to the grading of the post, as required.

JOB EVALUATION CODE: EDSH016**PERSON SPECIFICATION****Job Title:** Receptionist/Administrator**Department:** School-based**Person specification prepared by:** Education Personnel, Cornwall Council**Date:** April 2003

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	At least 6 months' experience of receptionist and clerical work. Practical experience of telephone network systems, word processing programmes and other related computer systems including email.	Receptionist and clerical work experience from a school/college environment.	Application form. Interview.
<u>Education and training</u>	Attainment of GCSE qualifications or equivalent (level 2 standard of education) to include Maths and English.	Attainment of NVQ level 2 qualification in receptionist/clerical related field. First Aid certificate	Application form. Interview.
<u>Special knowledge and skills</u>	Good word processing skills. Good communication skills. Good organisational skills.	Knowledge of other computer systems, data inputting.	Application form/Interview.
<u>Any additional factors</u>	Reliable. Discreet, confidential and sensitive. Friendly and professional approach. Able to work on own initiative and as part of a team. Comfortable with young people and children. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.		