



JOB DESCRIPTION

Post title:	School Office Receptionist
Grade/salary:	Band D, Range 6-7
Paid Hours:	36 hours per week (some flexibility may be considered)
Reporting to:	Headteacher/Head of School
Purpose:	To provide a range of reception clerical duties
Liaising with:	Whole school staff, students, parents/legal guardians, clients
Disclosure level:	Enhanced

MAIN (CORE) DUTIES:

Main school office 4 days, Sixth Form office 1 day/week

- To be the first point of contact to the school for all visitors, students, parents/legal guardians and outside agencies, and to ensure professionalism and ethos of the school is always maintained.
- To assist with all aspects of clerical/administration within the office, including face to face interaction, telephone calls and email communications and to ensure that all messages and instructions are re-directed in an efficient and timely manner.
- To provide a high standard of communication and professionalism at all times in relation to staff, students, parents/legal guardians and all visitors to the school.
- To deal with all incoming forms of communication, mail, telephone calls, student absence messages, etc. and re-direct calls and messages, as necessary, to staff and students at the appropriate times.
- To assist school colleagues with the administration for school events.
- To deal with the uploading of student data onto the relevant MIS packages and keep records updated.
- To assist colleagues with termly planning and implementation of class lists, detention rotas, timetabling distribution, school registers, etc.
- To support the school RGN and First Aid staff over phone calls home to parents/legal guardians throughout the school day due to sickness and injury, etc.

Other Duties:

- To deal with any immediate problems or emergencies according to school's policies and procedures.

- To have a responsible role in relation to Fire Evacuation and Emergency procedures.
- To set a positive example and to always act in a professional manner in school.
- To comply with policies and procedures in relation to child safeguarding, Health & Safety and security, confidentiality and GDPR; reporting any concerns to the relevant members of staff.
- To contribute to the overall ethos/work/aims of the school.
- To treat all information relating to students as highly confidential.
- To work within the guidelines of school HR, Data Protection and ICT usage policies.
- To be highly flexible and enjoy working with young people.
- To undertake training and CPD, as and when required, specifically Child Safeguarding.
- To undertake any other duties required by the Headteacher in accordance with the grading of the post.

SAFEGUARDING REQUIREMENTS:

- All staff are required to undertake training with regard to the safeguarding and welfare of children and young people and the school commits to providing this training, e.g., via induction, on-line, briefings at staff meetings, Inset Days, etc., as appropriate.
- All staff should familiarise themselves with 'Keeping Children Safe in Education', Part 1 and local policies and procedures, as directed by the school.
- All staff have a responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact and to adhere to, and ensure compliance with school policies and procedures at all times. If, in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children, they must report any concerns to the Designated Safeguarding Lead.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this Job Description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This Job Description is current at the date shown, but following consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Date: March 2024

Hilbre High School committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.