

# SAINT NICHOLAS SCHOOL

## SCHOOL RECEPTIONIST/SECRETARY- JOB DESCRIPTION

### CORE PURPOSE OF POST

- To act as a point of contact for all school enquiries either by telephone, email or face to face and contribute to the smooth running of the school reception
- To provide high quality administrative support to school staff
- To liaise, with tact and diplomacy with other school staff and others outside the school, particularly parents, professional associations and the local community generally
- To act as an ambassador for the school in all matters.
- To be reasonably flexible in working arrangements and the allocation of duties in pursuance of raising pupil achievement and effective team working
- To be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection

### AREAS OF RESPONSIBILITY

#### *Receptionist duties*

- Welcome and look after visitors
- Assist people in a helpful and diplomatic manner
- Screen telephone calls, enquiries and requests, and handle them when appropriate
- Deal with parent queries – deciding what action needs to be taken and by whom
- Ensure that the reception area is kept tidy, informative and welcoming to visitors at all times
- Record and sign visitors and pupils in and out of the school
- Issue visitor passes where necessary
- Act as a contact for the caretaker/ site assistant

#### *Absences*

- Maintain the staff absence registers
- Contact parents of absent pupils at the start of each day
- Contact parents asking for the collection of sick pupils on the behalf of other staff

#### *Administration*

- Typing for most staff members – letters to parents etc
- Search information and data input information into school MIS system as required.
- Update schemes of work as and when necessary
- Support the school secretary in the production of high quality school publications to include: departmental handbooks, options booklet
- Provide some child welfare/basic first aid in the housekeeper's absence
- Attend and participate in meetings as required.

#### *Reports*

- Some typing of reports
- Support the Head's PA with report production, collation and issuing.

### QUALITIES

#### **Personal Qualities**

- Confidentiality.
- Good interpersonal skills; the ability to communicate effectively with a variety of people and to assess and diffuse confrontational situations.
- The capacity to remain calm and to cope with the unexpected.
- Excellent health and time keeping record.
- Committed and enthusiastic

- Confident, positive and flexible attitude

### **Experience**

- Experience of working in Reception / use of switchboard
- Knowledge and experience of whole school procedures, organisation and structure
- Experience of working within a school

### **Skills**

- Knowledge and experience of a school information management system
- Effective written and verbal communication skills – ability to compose letters with fluency
- Ability to work on own initiative and be decisive
- Ability to work as a member of a collaborative team
- Excellent organisational and planning skills
- Ability to relate to all personnel within the school environment
- Ability to approach all confidential matters with discretion, sensitivity and diplomacy

### **Qualifications:**

- The successful candidate is likely to be educated to at least A level, particularly in English.
- Minimum RSA word-processing level 3 or equivalent.
- Full computer literacy – Microsoft Office: Word, Excel, Publisher, Access, PowerPoint and Internet.

### **CONDITIONS**

- Full-time, school term time plus four additional weeks - one week extra at each end of the summer break and 1/2 a week at each end of other terms.
- Normal hours, 37.5 hours per week, will be Monday to Friday 8:30 am to 5:00 pm with an hour for lunch.
- The salary will be on an appropriate point on the NJC points 16 to 19 (£16440 to £17802) pro-rata, and will be dependent on qualifications and experience.

Saint Nicholas School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening, including checks with past employers and the Criminal Records Bureau.

Applicants are asked to complete an application form which is available on-line on the school's website, <http://www.saintnicholasschool.net/vacancies.html> and to provide a supporting letter of application. Closing date is Thursday 19<sup>th</sup> January at midday. Interviews will take place during the following week.