

Aston Fields Middle School

'A School of Character'

Receptionist

Job Description

Scale:	Scale 1 29 hours per week (term time only including TED Days) Mondays, Tuesdays, Thursdays and Fridays
Responsible to:	School Business Manager

Main purpose of post

To provide support to the administrative function of the school. Undertaking reception duties, welcoming and signing in visitors, assisting with pupils and liaising with parents/carers and staff.

Standards and Quality Assurance

- Support the aims of the school.
- Set a good example in terms of character, dress, punctuality and attendance.
- Support the development and effectiveness of teamwork within the school environment.
- Develop and maintain working relationships with other professionals.
- Attend team and staff meetings as required.
- Undertake professional duties that may be reasonably assigned by the Headteacher or line manager(s), for example Deputy Headteacher and/or School Business Manager.
- Be proactive in matters relating to health and safety.
- Understand and adhere to the school's policy and practice relating to confidentiality of information, in particular, safeguarding.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.

Main duties

- Receive telephone calls and answer queries or redirect calls as necessary, ensuring appropriate recording and timely delivery of messages to staff and pupils and always maintaining a high degree of confidentiality and professionalism.
- To assist pupils and liaise with parents/carers, staff and other stakeholders.
- To ensure that the school's safeguarding and security systems are effectively maintained when dealing with **all** visitors to the school, through the issue, recording and retrieval of Visitor Passes and being alert to visitors in and around the front reception area and pathway of the school. Making sure the information on the 'visitors table' is kept neat and tidy according to the Headteacher's wishes and instructions.
- To maintain and enhance the general appearance of the school reception area ensuring a warm and welcoming atmosphere is extended to all visitors.
- Open, sort, distribute incoming post or deliveries and franking and recording of out-going post.
- Maintain an up-to-date provision of internal slips and display of school literature under the direction of the Line Manager in the reception area (i.e. school maps, bus timetables, newsletters, holiday forms etc).
- Photocopying, filing & laminating.
- To assist with the collation, binding and sorting of booklets. Tests, brochures, reports, as well as the distribution of letters and other circulars to pupils, parents/carers and governors, as and when required.
- To provide a lost property service to pupils and follow up with parent/carers when necessary.
- General word processing, as and when needed.
- Use Bromcom software to look up pupil/staff addresses and whereabouts.
- To assist with children's injuries and administering basic first aid (training will be given).
- To collect pupil mobiles in the morning, store them securely and return them at the end of the school day.

- To liaise with staff and external coaches to check club registers to identify and check the whereabouts of missing pupils.
- Liaise with parent/carers to fill in IHCP (Individual Healthcare Plans) and upload this information to BROMCOM. Maintain and update information and advise relevant staff members and first aiders.
- To book transport for school trip and fixtures with coach and taxi companies. Liaising with staff members as appropriate.
- To undertake health and safety duties commensurate with the post and/or as detailed in the school's Health and Safety Policy.
- To follow the school's GDPR policy, especially in relation to copyright and data protection.
- In addition to the above, the job holder would be expected to undertake any other duties, appropriate to the grade that may be reasonably requested by his or her immediate supervisor as required, including being flexible with hours to help cover internal absences.

Contacts

In all contacts, the postholder will be required to present a good image of the school and the County Council as well as maintaining constructive relationships. This includes on social media platforms, as outlined in the Staff Code of Conduct/Handbook which will be provided as part of induction procedures.

Notes

- The Governing Body reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- The duties described in this Job Description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users.