



CONFIDENTIAL – Priory School

Job Description			
Job Title	Receptionist/ and General Administrator	Job Holder	
Author	Jo McGovern/Sarah Moore	Date Created	26 th November 2018
Date Reviewed		Next Review Date	

This Job Description sets out the scope, duties, responsibilities and working practices that the successful applicant will be required to undertake, discharge and demonstrate on an ongoing basis.

Outline Description of Role

To provide a professional reception and switchboard service for staff, parents, Governors and visitors ensuring that the quality of service is commensurate with the aims and objectives of the school.
 To promote a positive image of the school through direct dealings with parents, students, Governors, visitors and external bodies.
 To work under the supervisor of the Office Supervisor to ensure the school has a first class office and administration function which meets the needs of the children, parents and staff.

Key:

E – Of Essential Importance and Central to Job Role
 D – Desirable

Responsibilities		E	D
1.	Effectively manage the school's reception and switchboard functions ensuring a high level of customer service to all stakeholders at all times.	✓	
2.	Receive and monitor visitors in line with the school's Safeguarding policy and other health and safety guidelines, and ensure that only visitors on appointed school business are received. Ensure any visitors are issued with a visitors' badge and sign in the school's Visitors' Log.	✓	
3.	Ensure all telephone calls are dealt with effectively and relevant information passed on to the appropriate person where necessary. Liaise, with tact and diplomacy, with other school staff and others outside the school, particularly staff, parents, students, governors and representatives of the LA and the local community generally	✓	
4.	Ensure that the reception desk is manned at all times.	✓	
5.	Be responsible for managing the signing out/in sheets for all visitors and late children under the direction of the Office Supervisor.	✓	
6.	Provide administration support, as directed by the Office Supervisor, as necessary and required. This will include typing letters, sending texts, contacting parents etc.	✓	
7.	Provide refreshments for visitors as required.	✓	
8.	Deal directly with parents, children, teachers and any other stakeholders appropriately with sensitivity and courtesy and with due regard to customer care and school policies	✓	
9.	Raise concerns regarding potentially unsuitable individuals who come on the school site to the Business Manager.	✓	
10.	Ensure that the post process is carried out on a daily basis	✓	



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11.	Manage school emails, ensuring all emails are acknowledged and forwarded onto the relevant person.	✓	
12.	To accept and sign for deliveries as appropriate and distributed to relevant budget holders.	✓	
13.	To maintain stationery stock levels and liaise with Finance Department to replenish as necessary.	✓	
14.	To organise training events offered to external delegates and ensure meeting rooms are set up appropriately. To keep records of training events offered by the school and contact delegates as necessary.	✓	
15.	To work with the Pupil Services Administrator to effectively co-ordinate all in school events.	✓	
16.	Be responsible for managing the school lettings and be the first point of call for any potential hirers.	✓	
17.	Be responsible for the smooth running of the School's Extended Care provision to include: staff rota, contracts, invoicing parents, management of debt, etc.	✓	
18.	To undertake general clerical/reprographic support as required.	✓	
19.	To cover Attendance Administrator during periods of absence.	✓	

Duties		E	D
20.	Undertake such other duties as reasonably correspond to the general character of the post and commensurate with being a member of the Priory School leadership team.	✓	
21.	Contribute to and exemplify the values of the Priory School. The post-holder will be expected to comply with any reasonable request from the Head Teacher and Business Manager to undertake work of a similar level that is not specified in this job description. Whilst every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.	✓	
22.	Understand and comply with the Support Staff Standards at all times.	✓	
23.	Actively promote the inclusion of all children into whole school activities.	✓	
24.	Actively seek opportunities for professional development.	✓	
25.	Be aware of and respect all children's religious beliefs and cultures.	✓	
26.	Support, promote and comply with decisions and policies agreed by the SLT and the governing body.	✓	
27.	Develop effective, professional working relationships with colleagues	✓	
28.	Have due regard for health and safety of self, staff, children and visitors and have responsibility for bringing all matters of concern to the attention of the Business Manager.	✓	
29.	Undertake a 30-minute duty each week.	✓	

Compliance		E	D
30.	During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Priory School or	✓	



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	to the health and personal affairs of students and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation and you will be required to know when or what information can be shared and in what circumstances it is appropriate to do so.		
31.	During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the General Data Protection Regulations (GDPR) 2018. This includes your responsibilities as a member of staff to process personal and sensitive data in an appropriate manner.	✓	
32.	In accordance with the School's commitment to follow and adhere to the latest update of the Department for Education's guidance entitled "Safeguarding Children and Safer Recruitment in Education" and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the School. All staff are required to maintain appropriate professional boundaries in relationships with children and with all members of the School community and outside agencies, and exercise sound professional judgment which always focuses upon the best interests of the students and the school. You are also required to know and comply with the latest update of DfE document 'Guidance for Safer Working Practice for Adults who work with Children and Young People'. You are required to have satisfactory Enhanced CRB clearance. Your role requires you to observe and maintain appropriate professional boundaries at all times and avoid behaviour that might be misinterpreted by others. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times. You will be expected to present a consistently positive image of the School and uphold public trust and confidence at all times	✓	
33.	The post holder must be aware that any information held by the School in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the School's policies and procedures.	✓	
34.	No smoking or intoxicants are permitted in any part of the premises or grounds managed, leased or owned by Priory School. No smoking or intoxicants are permitted in School vehicles or in any vehicle parked on School premises. Smoking of any product and the consumption of alcohol are strictly forbidden.	✓	