

Job Description

Job title:	School Receptionist
Group:	Independent Schools
Dept/Project/Service:	Danesfield Manor School
Reports to:	Business Manager
Usual office base:	Danesfield Manor School

Job purpose:

To ensure that all visitors are dealt with in a professional and appropriate manner, this includes all external visitors, parents, prospective parents, staff from Education Development Trust, school staff and pupils. To provide generalist administrative support to facilitate the effective running of a busy school office.

Job objectives:

1. Answer telephone and respond to queries where possible including delivering messages as required
2. Deal with visitors to the School Office (to include staff, parents and pupils), responding to queries where possible and ensuring compliance with the relevant procedures for visitors to the School.
3. Support school events, including school photos, and assist as required

Scope:

To promote all school aims and objectives.

Person specification:

Knowledge

Essential:

- GCSE level C or equivalent in English and Maths
- Good working knowledge of MS Office including Word & Excel

Desirable:

- First Aid Qualification
- Working knowledge of MIS systems

Experience

Essential:

- Previous experience of working in an office
- Previous experience of dealing with clients as a front of house operative

Desirable:

- Previous experience of working in a school office

Skills

Essential:

- Excellent communication skills
- Meticulous attention to detail when data inputting and ability to check details entered
- To always work in a professional but friendly manner
- Proven ability to manage workload and meet deadlines as given
- To be confidential at all times

Competency Band: 4

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Works with others to provide a reliable, efficient service to internal and external clients/learners	Shows enthusiasm and positivity and recognises the importance of being committed and involved
Integrity - Supporting and Building Trust	Delivers on their responsibilities and can usually be relied upon to do what they say they will do	Expresses ideas clearly and listens to what others have to say. Asks questions to clarify understanding
Accountability - Delivering and Improving	Acts on feedback and is not defensive when it is given	Understands that all actions have a cost and chooses the most effective way to do something in a resource efficient way
Collaboration - Engaging and Partnering	Provides advice and feedback to support others to make accurate decisions	Displays enthusiasm around goals, adopting a positive approach when interacting with internal and external stakeholders

Job Family: Administration

Education Development Trust is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.