

Job Description

Job Title: Receptionist

Reporting to:

Job Purpose: To be the first point of contact, both face to face, and via the telephone for all customers/visitors to the school. The individual has the responsibility to provide a professional and courteous service in all communications, and ensure all messages/calls are dealt with timely and efficiently. The purpose being that reception is manned at all times and appropriate action should be undertaken to ensure this happens.

Key Responsibilities:

- Manage the Reception function and represent the school as the first point of contact.
- Assist in the clerical/administration duties efficiently and effectively.
- To work on own or as part of a team to achieve the required standards.
- Show due regard to the Health & Safety of yourself and others.
- Administrate the attendance registers in liaison with Head of Sixth Form, Head of Department
- To be flexible within the Administration Team
-

Key Duties:

- Answer reception front door.
- Greet all visitors in a welcoming manner.
- Manage the signing-in/out books and issue visitors' badges.
- Telephone colleagues as necessary to meet visitor(s) at Reception.
- Telephone caretakers for assistance with deliveries.
- Answer all telephone calls and re-direct them as appropriate. For example, pupil admissions enquiries to Admissions Officer.
- Take messages if a telephone extension is busy or unanswered, noting contact details.
- Deal with general pupil/parental/staff enquiries.

Attendance Registers

- Checking and reporting on absences, late pupils, permission slips, updating Facility, and liaising with the school office re the contact of parents who have not notified of absence, finally notify Heads of School.

Unwell Pupils

- Supervise unwell pupils sitting in the reception area. In liaison with appropriate colleagues, follow the guidelines in the Staff Handbook regarding unwell pupils going home.
- Administer first aid
- Supervise sick room
- Point of contact for picking up unwell pupils

External Post

- Frank post ready for collection.

Skills & Knowledge:

- Knowledge of dealing with difficult callers/visitors in a professional manner.
- To be conversant with Microsoft Office and pupil database
- Knowledge of switchboard.

- Knowledge of reception function.
- Effective communication skills
- Customer service skills

Personal Attributes:

- Ability to organise and prioritise daily activities
- Ability to work on own or as part of a team.
- Flexible and adaptable to change.
- Have the ability to apply the information, instruction, training and development given

Merchant Taylors' Schools are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment