



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	RECEPTIONIST
<b>JOB HOLDER:</b>	
<b>LOCATION:</b>	CHASE TERRACE ACADEMY, BURNTWOOD, WS7 2DB.
<b>LINE MANAGER:</b>	ACADEMY BUSINESS MANAGER
<b>JOB GRADE:</b>	3
<b>HOURS OF WORK:</b>	22.5 (39.2 WEEKS) 08:00 – 12:30, Monday – Friday.

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## **STATEMENT OF PURPOSE**

To provide an efficient and effective customer and administration service to the students, staff and visitors of the academy.

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## **MAIN DUTIES AND RESPONSIBILITIES**

### **Organisational and Student Support**

- To provide an efficient reception service to all visitors to the academy and members of the academy.
  - To ensure that all visitors to the academy produce ID on first visit and are signed in and out and provided with the correct visitor badge as required, playing an active role in achieving outstanding safeguarding outcomes, in line with policy.
  - To answer all telephone enquiries promptly and take messages as necessary to pass on to the appropriate person.
  - To liaise with the transport providers and deal with daily transport queries from parents/carers and students, as required.
  - To ensure that the reception area is kept tidy, informative and welcoming to visitors at all times.
  - To accept items from parents/carers as and when required and ensure that the items are provided to the students in a timely manner.
  - To use the SIMS computer system to locate students as required.
  - To manage the conference and meeting room bookings on the online diary.
  - To offer support to staff/children/parents/carers if required, by offering a quiet room.
  - To report to senior/relevant members of staff of cases of bullying/fighting/sexual abuse/and any other relevant information.
  - To ensure all visitors are safely accounted for in the event of a fire.
  - To provide occasional out of hours support for parents' evenings and other key events etc.
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**Administration Support:**

- To sort the daily incoming post and place in staff pigeon holes.
- To support the delivery of the academy's reprographics function, photocopying documents and materials as directed.
- To assist in processing invoices/orders on HCSS and completing business/HR administrative tasks, as directed by the Business Manager.
- To support the PA to Head of School in the completion of whole school administrative tasks, as directed by the Business Manager.
- To ensure consumables for the franking machine are ordered and monitored on a regular basis that the franking machine has sufficient funds at all times.
- To frank the outgoing post with the correct postage, taking post/parcels to the post office or relevant post box.
- To accept and check incoming deliveries and liaise with the site team for distribution.

**Academy support:**

- To promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- To comply and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- To be aware of, support and ensure equal opportunities for all.
- To contribute to the overall ethos/work/aims of the academy.
- To establish constructive relationships and communicate with other agencies/professionals.
- To attend and participate in regular meetings.
- To participate in training and other learning activities and performance development as required.
- To recognise own strengths and areas of expertise, using these to advise and support others.
- To assist with student needs as appropriate, during the academy day.

Whilst every effort has been made to explain the duties and responsibilities of the post, each individual task may not have been identified. All staff will be expected to accept reasonable flexibility in working arrangements and comply with any reasonable request from their line manager, undertaking work or tasks of a similar level that is not specified in this job description.

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**NOTES**

1. The content of this job description will be reviewed with the post holder on an annual basis, in line with the academy's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade, must be discussed with the post holder and the relevant trade union, before submitting for re-evaluation.

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This academy is committed to safeguarding and promoting the welfare of young people. The successful applicant will be required to demonstrate a commitment to the academy's Equal Opportunities Policy and to undertake a criminal record check with the Disclosure and Barring Service.

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Signature ..... Date .....  
(Job Holder)

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