



Excellence for All

JOB ACCOUNTABILITIES

Job Title: Receptionist SBS	Job number / Grade Scale 3
Directorate : Education	Unit: Manor Green School

JOB PURPOSE

To provide administrative support to the School Business Support team.
To provide receptionist/telephonist cover. First point of call for all visitors and staff onsite.

SCOPE OF JOB (Budgetary/resource control, impact)

Has contact with school visitors, teachers, parents, students, Governors, support staff in the Education Directorate etc.
Operates in a busy, often noisy environment and required to juggle conflicting priorities.
Reception is the focus of support activities in the school. All enquiries, visitors, students and staff will need Reception Support. Staff have to perform their duties despite the constant interruptions.
Will have access to confidential information, which must be dealt with discretely.

POSITION WITHIN UNIT STRUCTURE

Reports to the Head of Estates

KNOWLEDGE, SKILLS & EXPERIENCE

Able to operate office equipment such as photocopiers
Keyboard skills – able to type correspondence to a satisfactory standard and within acceptable time scales.
Able to prioritise and work in an often noisy and busy environment
Able to relate to students, teachers and parents in a calm and sympathetic manner.

JOB ACCOUNTABILITIES

To provide administrative support to the School Business Support team.

Be the first point of contact for staff and/or students requiring emergency or medical assistance, ensuring that senior management are informed. Have to make outgoing emergency 999 calls which need to be handled immediately and with accuracy.

Be the first point of contact for any school transport issues, and troubleshooting issues that occur.

Provide reception/telephony cover taking messages or referring callers/visitors to the correct person. Ensure visitors are welcomed, correctly signed onto the premises. Checking they have appropriate documentation.
To regularly check the appearance of the main reception lobby inner reception and toilet areas and take necessary steps to keep free from clutter.

- Process the school's incoming and outgoing post, including electronic mail, ensuring that post is distributed/dispatched in good time.
- Responsible for the administration of business use drivers database
- Responsible for the administration of Parago – minibus bookings system
- Responsible and acting as the main link person for the organisation of various student-centered activities. This includes weekly GP medical appointments, whole school immunisations. Keeping parents/carers informed of appointments via text/email. Liaising with NHS immunisation team to book appointments.
- Issuing new parking permits for staff cars, keeping database up to date
- Arranging parents visits and school tours
- Providing support alongside colleague in the maintenance of registers and absences on Arbor
- Train and support new Reception staff
- Responsible for the signing out and safe storage of school keys
- Liaise with Facilities team on a daily basis in relation to building requirements, eg room set ups, minibus issues, parking issues.
- Maximise use of the text and e-mail service to parents, informing them of appointments and school events.
- Type a variety of correspondence using templates and setting up templates/layouts to suit the individual document, and to ensure documents are produced to the required standard and time scales.
- To oversee the correct procedures are completed in relation to Accident & Incident forms, and to produce reports as required. Liaise with HR in relation to absences as a result of an accident and follow up where necessary. Liaise with the RBWM Health & Safety Team and Health & Safety Executive when necessary.
- Co-ordinate paperwork relating to Off-Site activities, ensuring off-site forms are correctly completed, consent forms are up to date and readily available.
- Assist in the maintenance of Arbor student database.
- Maintain filing systems ensuring that filing is done daily and accurately and that records are kept up to date. Assisting with the upkeep of Archive room making sure records are easily accessible.
- Maintain a Reception Manual, ensuring it is regularly updated when necessary.
- Maintain and update information on the Noticeboards.
- Book meeting rooms on office calendar
- Undertake photocopying and scanning in line with the requirement for electronic storage of documents.
- Assist with and resolve reprographics issues when necessary.
- Assist staff with general enquiries regarding school procedures.
- Take part in training which is relevant to the role, and any relevant whole school training days.
- Perform duties in line with Health and Safety rules and to take remedial action where hazards are identified, ensuring all hazards are appropriately reported.

This is not an exclusive or exhaustive list but indicates the type of role and expectations to be placed upon the position. Other tasks commensurate with these may be required at the discretion of the Head teacher.

Administrator SBS JD

Revised Nov 2023