

JOB DESCRIPTION

Post Title	Federation Receptionist
Salary Scale / Grade	Scale 3 SCPs 14 – 17
Hours / Weeks per Year	37 hours per week – term time plus 1 day only
Primary Workbase (If specified)	Carisbrooke College or Medina College
Reporting to	College Office Manager

Job Purpose:

To provide a highly effective and efficient College reception, ensuring high customer service at all times as well as designated administrative and clerical tasks.

Key tasks and responsibilities

Tasks	<i>(CC – Carisbrooke College, MC – Medina College)</i>	CC	MC
<ul style="list-style-type: none"> Answer incoming calls and respond to answerphone messages in a timely manner. Ensure timely onward distribution and / or recording of calls or messages in the most appropriate format to the relevant people. 		✓	✓
<ul style="list-style-type: none"> Provide a professional response to all visitors including appropriate signing in/out arrangements ensuring safeguarding procedures are adhered to. Ensure car parking and emergency vehicle access information is given to visitors. 		✓	✓
<ul style="list-style-type: none"> Receive all post and deliveries and sign for as required. Open incoming mail and distribute as appropriate. Ensure efficient distribution of deliveries including liaison with the Premises Team. Organisation of outgoing post including the use of the franking machine and liaison with the Post Office regarding collections. 		✓	✓
<ul style="list-style-type: none"> Maintain and arrange servicing of the franking machine and ensure that postage credit is always at a reasonable level. 			✓
<ul style="list-style-type: none"> Co-ordinate the collation of relevant content and produce the College's weekly newsletter. 		✓	
<ul style="list-style-type: none"> Produce weekly staff bulletin; ensuring content is correct, informing staff of important dates and upcoming events. 			✓
<ul style="list-style-type: none"> Maintain the General Administration email inbox ensuring emails are directed to the appropriate departments and/or members of staff. 		✓	
<ul style="list-style-type: none"> Co-ordinate and undertake duties associated with hospitality, including bookings, organisation, ordering of lunches, stock maintenance and general housekeeping. 		✓	✓
<ul style="list-style-type: none"> Maintain and update the College news folder in Reception. 		✓	✓
<ul style="list-style-type: none"> Manage the electronic room booking system. Re-room classrooms as and when required, including times when students are on crutches. 		✓	
<ul style="list-style-type: none"> Co-ordinate the booking of internal meeting rooms and manage the meeting room diary. 			✓
<ul style="list-style-type: none"> In the event of an evacuation procedure, ensure radio and signing-in sheets are collected and distributed to the designated persons. Act as a Fire Marshall. 		✓	✓
<ul style="list-style-type: none"> Ensure stationery levels are maintained in the main office including postal and first aid supplies. 		✓	✓

<ul style="list-style-type: none"> • Provide administrative and clerical support to staff; copy typing, composing letters and emails, mail merge documents, collation of various forms (school trips, parental permission slips etc.). Co-ordination of whole school mail outs. 	✓	✓
<ul style="list-style-type: none"> • Ensure that electronic and paper filing systems are maintained and accessible. 	✓	✓
<ul style="list-style-type: none"> • Support the administration and co-ordination of whole school events. 	✓	✓
<ul style="list-style-type: none"> • Co-ordination of Free School Meals. Liaising with the LA, ensuring student details are updated and details are correct, and communicated to the College's school meals provider. 		✓
<ul style="list-style-type: none"> • Organisation of student whole school photos. Agree dates and a commission and be the first point of contact for the school photographer. 		✓
<p>Printing Assistant tasks</p> <ul style="list-style-type: none"> • Liaise with the Reprographics Technician based at Medina College regarding the production of the photocopying and printing required for the Carisbrooke site. • When required, provide a small volume of high quality photocopying/print finish service in accordance with copyright and licencing requirements. This may include prompt printing of lesson cover work and the associated liaison with Cover Supervisors and Supply Teachers regarding the collection of cover work. • Ensure adherence to safe working practices at all times. 	✓	

Other responsibilities:

- To follow and support the Governing Body policies reflecting their commitment to high achievement and effective teaching and learning.
- To contribute to the maintenance of the College's ethos by expecting high standards from all of the students in both lessons and social times, and modelling these high standards personally.
- To ensure all duties and responsibilities are discharged in accordance with the Governing Body's Health and Safety at work policy.
- To promote and safeguard the welfare of children and young people you are responsible for or come into contact with.
- To undertake any other reasonable tasks as directed by the Executive Headteacher.

Review:

This job description is subject to annual review and / or change at other times in response to identified needs. It is expected that the post holder will undertake additional duties, as required, and in agreement with their line manager, to operate in a flexible environment.

PERSON SPECIFICATION

QUALIFICATIONS AND TRAINING	Essential	Desirable	How Tested A – Application I – Interview T - Test
GCSE's in English and Mathematics or equivalent	✓		A
NVQ level 3 or equivalent		✓	A
ECDL or equivalent		✓	A
First aid certificate		✓	A
EXPERIENCE			
Day to day working experience and skill with Microsoft Word, Outlook and Excel and database systems	✓		A, I
Experience of working with SIMS		✓	A, I
Successful experience of customer services		✓	A, I
Experience of working in an educational setting		✓	A, I
KNOWLEDGE AND UNDERSTANDING			
Understanding and experience of the main safeguarding principles		✓	A, I
SKILLS AND ABILITIES			
Good interpersonal skills with adults and children alike in a variety of settings	✓		I
Good non-verbal communication skills	✓		I
Good written communication skills	✓		A
Ability to work flexibly within a team	✓		A, I
Highly dependable, trustworthy and able to meet deadlines	✓		A, I
Ability to prioritise, coordinate and organise work under pressure	✓		A, I
Conscientious and positive disposition	✓		I
Good ICT and Administrative skills	✓		A, I
PERSONAL QUALITIES AND ATTITUDES			
Ability to maintain high quality professional relationships with all	✓		I
Ability to be discreet and professional at all times, ensuring confidentiality is upheld	✓		I
Calm, approachable, resolution-focussed disposition	✓		I
Excellent attention to detail and presentation skills	✓		A, I, T
Ability to think creatively, be innovative and willing to contribute ideas	✓		I
Willingness to participate in further training and developmental opportunities to further knowledge	✓		I