

## BROCKINGTON COLLEGE

### JOB DESCRIPTION FOR PART TIME SCHOOL RECEPTIONIST

<b>Grade:</b>	<b>5 + First Aid Allowance</b> <b>£14,475 - £15,444 pro rata (25 hours pw x 39 weeks 57.56% of full time)</b> <b>1.15 pm to 6.15 pm</b>
<b>Responsible To:</b>	<b>Business Manager</b>
<b>Key Relationships/ Liaison with:</b>	Students, staff, parents/carers and customers
<b>Job Purpose:</b>	To support the College by providing administrative support and an efficient and courteous Reception Service.

#### MAIN DUTIES AND RESPONSIBILITIES:

1. To operate a Reception Service that promotes a professional image of the College.  
Duties to include:-
  - Processing telephone calls and ensuring appropriate action is taken.
  - Operating standard office equipment, e.g. fax machine, franking machine and photocopier.
  - Distribution of incoming mail.
  - Organisation of external post.
  - Administrative support for Facilities Manager
  - Ensuring that face to face enquiries from visitors, parents, staff and pupils are dealt with appropriately.
  - First Aid.
2. To undertake word processing of documentation (letters, reports, memos etc) including collation for documentation packs as required and making layout presentation decisions.
3. To undertake routine cash handling duties, including receiving and recording payments, issuing receipts and preparing for banking.
4. To input information onto the computer database and to extract information as instructed, which may require some manipulation.
5. To respond to routine correspondence from standardised information e.g. acknowledgements and requests for routine information.
6. To assist with the implementation of school administration policies such as the student absence monitoring system. This could involve checking documents for errors, resolving queries and inputting of straightforward data on to the computer system.
7. To carry out such other administrative tasks and duties as required by the line manager appropriate to the grading of the post.

## **SPECIAL FACTORS:**

**Subject to the duration of the need, the special conditions given below apply:**

- (a) The postholder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the service.
- (b) Expenses will be paid in accordance with the Local Conditions of Service.
- (c) This post is subject to a check being carried out at an Enhanced level by the Criminal Records Bureau regarding any previous criminal record.

**This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot justify a reconsideration of the grading of the post.**

**Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Disability Discrimination Act 1995 to accommodate a suitable disabled candidate.**

## BROCKINGTON COLLEGE PERSONNEL SPEC

**Job Title:** School Receptionist

**Grade:** 5

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
<p><b><u>Qualifications</u></b></p> <p>Good standard of general education and IT skills.</p>	✓		App/Doc
<p><b><u>Experience</u></b></p> <p>Administrative experience.</p> <p>Experience of handling cash.</p> <p>Successful experience of working in a team.</p> <p>Successful experience of customer services.</p>	✓  ✓  ✓	✓	App/Ref
<p><b><u>Knowledge</u></b></p> <p>Knowledge and experience of computers.</p>	✓		
<p><b><u>Skills/Attributes</u></b></p> <p>Keyboard skills/word processing.</p> <p>Ability to respond flexibly to changing demands.</p> <p>Ability to work on own initiative.</p> <p>Willing to undertake further training as required.</p> <p>A high level of interpersonal skills.</p> <p>Ability to respond positively to ALL the users of the College.</p> <p>Highly dependable, totally trustworthy and able to meet deadlines.</p>	✓ ✓ ✓ ✓ ✓ ✓ ✓		

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
Able to respond to changing needs of the service.	✓		
Able to achieve targets under pressure.	✓		
<b><u>General Circumstances</u></b>			
Attendance evidence of regular attendance at work.	✓		App/Ref/ Med
An understanding of, and commitment to, Equal Opportunities, and the ability to apply this to strategic work and day-to-day situations.	✓		App/Int
<b><u>Factors not already covered</u></b>			
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Disability Discrimination Act 1995.	✓		Med

**App = Application Form**

**Test = Test**

**Int = Interview**

**Pre = Presentation**

**Med = Medical Questionnaire**

**Doc = Documentary Evidence (E.g., Certificates)**