



JOB DESCRIPTION

Establishment:	Brockington College
Job Title:	Receptionist
Grade:	6 £19,173 - £19,554 pro rata
Responsible To:	Operations Manager
Hours	Monday – Friday Term time (+ 5 days) only 35 hours per week x 39 weeks 8:30am-4pm inc unpaid 30-minute break
Key Relationships/ Liaison with:	Students, staff, parents/carers and customers
Job Purpose:	To contribute to the effective management of the school reception throughout the school day providing a proactive front-line service

MAIN DUTIES AND RESPONSIBILITIES:

1. To answer a high volume of incoming calls, managing queries from parents/carers, students, staff and visitors effectively.
2. Perform reception duties in an efficient, professional and courteous manner.
3. Deal with face to face enquiries promptly and efficiently delivering a first-class customer service.
4. Undertake routine clerical tasks such as filing; shredding; photocopying and scanning as required.
5. Manage incoming and outgoing mail and distribute appropriately.
6. Undertake some cash handling routines including receiving payments recording income.
7. Provide administrative support to events within the college, such as supporting bookings for parent consultation evenings.
8. Provide administrative support to staff within the college including word processing, collating documents, compiling reports and other ad hoc tasks.
9. Manage attendance records for students arriving/leaving during the school day and in accordance with the Attendance Policy for Pupils.
10. Direct and supervise students acting as 'office duty'.
11. Manage the 'on call' log ensuring requests for support are responded to promptly.
12. Request work for students, collate and distribute when requested by the pastoral team.
13. Manage property received in the school office and distribute as required.
14. Undertake first aid training and provide cover for general first aid across the college if and when required, including assisting in the medical room.
15. Perform any task or duty under the reasonable direction of the Operations Manager and/or Principal.

16. Be aware of and comply with policies and procedures relation to child protection, health and safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

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 Disclosure and Barring Service check being carried out at an enhanced level 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 themselves justify a reconsideration of the grading of the post.

All new appointees are employees of Embrace Multi Academy Trust. Our contract of employment contains a mobility clause stating that your normal place of work is at Brockington College, but that the trust may reasonably require you to be based at other academies within the trust.

Brockington College will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable candidate with a disability.