**Job Description: Part Time - Receptionist**

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| **Post Details** |  |
| **School/setting:** | Twynham School |
| **Post type:** | Support Staff |
| **Grade/Pay Level:** | Grade 5 |
| **Responsible to:** | Senior Administrator |

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| **Main Purpose** |
| To provide efficient and effective reception and telephone services within the school, ensuring all visitors and callers are managed professionally and courteously. Support students with queries so they can get to lessons promptly. |

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| **Duties and Responsibilities** |
| * Telephone management: answer and direct telephone calls, handle enquiries, take messages, arrange appointments, and ensure timely communication of messages to staff. * Visitor management: welcome and register visitors, determine the purpose of their visit, and ensure they are directed and accompanied appropriately within the school. * Deal with student queries regarding lost uniform and send messages to parents and students when named items found. * Support students with sign-in/sign out and update our MIS correctly and promptly. * Help manage lost property collection sessions. * Supporting with issuing of outstanding exam certificates ensuring strict collection eligibility criteria is adhered to. * Liaison with Caretaking Services: coordinate with caretaking staff to facilitate the prompt movement of deliveries. * Administrative support: perform computerised data entry and handle paperwork to meet the school’s clerical and administrative needs. Provide administrative support across all areas of the school. * Emergency procedures: assist in emergency evacuation procedures. * Reception area maintenance: ensure the reception area is tidy and free from hazards. * Mail processing: manage incoming and outgoing mail efficiently. |

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| **Safeguarding Duties and Responsibilities** |
| * Promoting and safeguarding the welfare of children and young people in accordance with the school’s Safeguarding and Child Protection policies. |

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| **Other Duties** |
| All Twynham Learning staff may periodically be expected to carry out tasks and duties within their area of competence that are not listed herein, as directed, to meet the needs of the trust. The particular duties and responsibilities may vary from time to time. |

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| **Twynham Learning Attributes for all Staff** | |
| * Ambition for excellence * Professionalism * Humility * Championing change | * Inclusiveness * Positivity * Community-mindedness * Being collaborative |

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| **Qualifications, Knowledge, Skills and Attributes Required** |
| **Essential:**   * Minimum of 5 A\*-C GCSE qualifications (or equivalent), including English and Mathematics * Proficient typing skills * High level of accuracy * Organisational skills * Excellent telephone manner * Ability to work independently and as part of a team * Flexibility and adaptability * Composure under pressure * Strong multitasking abilities   **Desirable:**   * Experience in a similar role * Experience working in a school environment * Confidence with Microsoft Word and Excel * Familiarity with safeguarding principles |

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| **Notes** |
| * This job description may be amended at any time in consultation with the postholder. |

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| **Glossary** |
| * Explanations of any abbreviations or jargon contained in this job description can be found in our [Twynham Learning Glossary](https://www.twynhamlearning.com/1038/twynham-learning-glossary?search=glossary). |