



We are His body, living and learning as one.

Job Description

Receptionist – Grade 2

The post holder will report to the School Business Manager, although day-to-day supervision will be through the Admin Coordinator. Apart from other colleagues in the school, the main contacts of the job are the Headteacher, teaching staff, other support staff and pupils.

Main purpose of the post

To work collaboratively with all staff and parents in order to support student well-being.

Under the direction/instruction of the Admin Coordinator, to provide a responsive telephone answering and reception service to the school.

Main duties and responsibilities:

- To provide a responsive telephone answering and reception service to the school, involving answering a high volume of calls, maintaining a rapid response rate, directing calls to their destination, and taking and distributing messages, in line with agreed standards.
- Act as the first point of contact for all visitors to the school, signing in visitors where appropriate.
- Communicate and liaise with parents, suppliers, visitors, enquirers, staff and students, and interpret and respond clearly and effectively to requests and enquiries over the phone or in person, and to verbal or written instructions.
- Establish and maintain effective working relationships with staff and the general public.
- Sort and distribute inbound post, and ensure outbound post is correctly collated, stamped and readied for collection.

- To maintain manual and computerised records, and to use I.T. systems effectively to provide reports and statistics.
 - Undertake all other reception and routine clerical and administrative support duties, including the sending and receiving of faxes, filing
 - To assist with pupil welfare duties including the supervision of students at lunchtime under the agreed system for the school to ensure the safety and welfare of pupils.
 - To assist with school administrative duties including exam invigilation as part of the agreed system for the school.
 - To work as part of a team to support colleagues and contribute to the vision and ethos of the school.
 - To undertake personal development to improve own practice.
 - Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and external communications.
 - Participate and actively contribute to improving service standards and promoting a culture of customer care within the service.
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General

- To attend training and administer basic first aid as and when required.
- To maintain confidentiality relating to the staff and students of the school at all times.
- To be flexible and motivated and able to follow instructions and remain calm in difficult circumstances.
- To undertake all duties with full regard to the Health and Safety at Work Act.
- To contribute to the overall ethos, work and aims of the school and Trust.
- To participate in training and other learning activities and performance development as required.
- To be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person as soon as they arise.
- To be aware of and support difference and to ensure equal opportunities for all.

This job description sets out the duties of the post at the time it was drawn up. The post holders may be required from time to time to undertake other duties within the Trust as may be reasonably expected, which are commensurate with the grade of this post

All duties and responsibilities must be carried out with due regard to the Corpus Christi Catholic Academy Trust's existing policies, including child protection, health and safety, equality and data protection

Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Person Specification

Receptionist

CRITERIA	ESSENTIAL OR DESIRABLE	HOW / WHEN MEASURED *A/I/R/SP
Qualifications		
Excellent numeracy and literacy skills	E	A/I/R
Excellent communication skills	E	A/I/R
Experience		
Experience of working in a reception or customer service environment.	E	A/I/R
Knowledge/Skills/Abilities		
Willingness to work as part of a team to ensure high quality standards.	E	A/I/R
Ability to work on own initiative, to be proactive, and to plan own workload.	E	A/I/R
Ability to operate various software packages, or willingness to undertake relevant training, e.g. Microsoft Word and Excel, and information technology systems and equipment.	E	A/I/R
Personal styles/Behaviour		
To act with the utmost integrity at all times	E	A/I/R
Tact and diplomacy in all interpersonal relationships with the public, students and colleagues at work.	E	A/I/R
Self-motivation and personal drive to complete tasks to the required timescales and quality standards.	E	A/I/R
The flexibility to adapt to changing workload demands and new school challenges.	E	A/I/R
Personal commitment to continuous self-development.	E	A/I/R
Personal commitment to continuous school improvement.	E	A/I/R
Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of the students.	E	A/I/R
Personal commitment to the school's professional standards.	E	A/I/R
Willingness to undertake first aid training and administer first aid as required.	E	A/I/R
Demonstrate awareness and commitment to upholding all Trust policies.	E	A/I/R
To maintain confidentiality relating to the staff and students of the school at all times.	E	A/I/R
To uphold the Catholic ethos of the School	E	A/I/R
Willingness to consent to and apply for an enhanced disclosure and barring list check.	E	A/I/R
To uphold all aspects of safeguarding.	E	A/I/R

*Application/Interview/References/Selection Process

The CCCAT uses the appropriate CES application forms for each role advertised via MyNewTerm. This application should be fully completed and legible. **The supporting statement should be typed in Arial 12, not exceed 1300 words in length, be clear, concise and related to the specifics of the post advertised above in order to gain an interview.**