

**Job Title:** SID Receptionist

**Reporting to:** PA to Principal      **Grade:** 4

**Accountable for:** none

### **Overall purpose of the post:**

- To provide an effective and student friendly first point of contact for students on all matters relating to academy life. Ensuring students are directed to the correct advice and guidance or issued with information in a timely manner.
- To provide a friendly and efficient reception service for staff and visitors to the academy, including answering telephone calls, registering visitors and providing administrative services as needed.

### **Main duties and responsibilities:**

- To act as a first contact for students and signpost enquirers to appropriate support.
- To provide a professional and effective reception provision, demonstrating excellent customer service skills when acting as the first point of contact for students.
- To assist with setting up academy events, presentations and other activities.
- To maintain and update student records as appropriate.
- Assist students and other members of the academy community to access Student Services.
- Ensure a professional and courteous reception service is provided to all students.
- Provide administrative support as and when required.
- Managing stock levels of items sold to students, including uniform and stationary.
- Check and process student records, including data validation, input and filing.
- Update and maintain appropriate reference materials and resources including student notice boards.
- Assist in following up student absences and timetable changes, including the collation of information on leavers and destinations.
- Meeting arrangements, minuting of meetings and the monitoring of action points arising from the meetings.
- Assisting the Principal's Personal Assistant and covering the duties of the Principal's PA in her absence.
- Collecting and storing all lost property.
- General administrative duties for the academy.
- Demonstrating an active commitment to their own professional development.
- Work towards and promote the vision and the current aims outlined in the Academy Development Plan.
- Support and contribute to the achievement of every child's outcomes.

- To comply with the Academy's Child Safeguarding Procedures, including regular liaison with the Designated Child Safeguarding Person over any safeguarding issues or concerns.
- Undertake professional development activities to enhance personal development and performance.
- Maintain high personal professional standards of attendance, punctuality, appearance, conduct and positive relations with students, parents and staff.
- To comply with Academy policies and procedures at all times.
- Undertake other reasonable duties (within competence and experience) as requested, in accordance with the changing needs of the Academy.

### **Special Features**

- 37 hours per week, term time only plus 2 days.

### **Personal Contacts**

**External:** Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

**Internal:** Students, staff, board and academy council members, parents and any other visitors to the Academy.