



Job Description

Job Title: Student Services/SID Receptionist

Reporting to: PA to Principal/Office Manager

Grade: Grade 3

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 school, including answering telephone calls, registering visitors and providing administrative services as needed.

Main Duties and Responsibilities:

- Act as a first contact for student services and signpost enquirers to appropriate support, providing a professional and effective reception provision and demonstrating excellent customer service skills when acting as the first point of contact for students;
- Assist with setting up academy events, presentations and other activities;
- Maintain and update student records as appropriate;
- Assist students and other members of the academy community to access student support services;
- Provide general administrative support as required;
- Check and process student records, including data validation, input and filing;
- Update and maintain appropriate reference materials and resources including student notice boards and the academy's virtual learning environment;
- 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;
- Administration and co-ordination of student bus travel, including bus travel following after academy activities;
- Answer incoming calls to the academy and greet and deal with visitors;

- Ensure all visitors to the academy are recorded and have completed the relevant signing-in process, issuing visitors with the relevant lanyard to ensure that safeguarding procedures are met;
- Provide radio contact for the SLT team via two-way radio;
- Contact the Emergency Services as directed during any emergency;
- Collate and store all lost property;
- Demonstrate an active commitment to their own professional development.

Additional Responsibilities

- Deal with any immediate problems or emergencies according to the academy's policies and procedures;
- Respect confidential issues linked to home/students/teacher/academy work;
- Fire Marshall duties in the case of fire and/or emergency evacuation where applicable;
- To comply with the academy's Child Safeguarding Procedures, including regular liaison with the academy's Designated Child Safeguarding Person over any safeguarding issues or concerns;
- To comply with the academy policies and procedures at all times;
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Personal Contacts

External: Contractors, suppliers, parents and external agency professionals.

Internal: Students, staff, Governors, parents and any other visitors to the academy.

This job description may be subject to change, following consultation between the post holder and the academy.