



## Job Description

**Job Title:** Receptionist

**Reporting to:** PA to the Principal

**Grade:** Scale 2

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

To provide a professional and efficient Reception service for the Academy, operating the switchboard, Academy CCTV and electronic gate systems, and welcoming all visitors to the Academy.

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

- Take messages with accuracy, ensuring they reach the relevant member of staff or student.
- Operate the Academy's CCTV and electronic gate system in line with the Academy's safeguarding procedures.
- Ensure all visitors to the Academy complete the relevant signing-in process and are issued with a car parking permit if necessary.
- Ensure visitors are issued with the relevant lanyard and are escorted around the Academy, if required, in line with the Academy's safeguarding procedures.
- Sort and distribute all incoming mail on a daily basis.
- Accurate logging of all examination papers delivered to the Academy in line with the procedure issued by the Director of Examinations and Qualifications.
- Inform the Premises Team of all deliveries to the Academy as they arrive on site.
- Use the two-way radio system to contact members of staff as appropriate and in accordance with radio protocols.
- Contact the Emergency Services as directed during any emergency.
- Collect, record and safely store all confiscated items.
- Ensure the Academy's reception area is kept tidy and welcoming to visitors.
- General administrative duties to support the Administration Team.
- Comply with Academy's safeguarding procedures, including regular liaison with the Designated Child Safeguarding Person over any safeguarding issues or concerns.
- Comply with the Academy's policies and procedures at all times.
- Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.

- Operate the switchboard, answering all incoming calls, projecting a warm and friendly image of the Academy.

### **Additional Responsibilities**

- Dealing with any immediate problems or emergencies according to the Academy's policies and procedures
- Respecting confidential issues linked to home/students/teacher/Academy work
- Fire Marshall duties in the case of Fire and/or Emergency Evacuation were 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/carers, external agency professionals, other government and local authority staff, other staff from academies and schools.

**Internal:** Students, staff, Board and Academy Council members, parents/carers and any other visitors to the Academy.