



Job Description

Job Title:	Receptionist
Location:	Bexleyheath Academy
Reports to:	PA to Headteacher

Purpose of the Role:

To provide efficient and responsive reception, information and support services for students, parents and other visitors to the academy.

Responsibilities:

This job description is not intended to be a full account of all aspects of the post. A flexible approach to the duties and responsibilities outlined below is expected.

- To operate a reception service that promotes a professional image for the Academy.
- Deal with all visitors/callers promptly, politely, efficiently and consistently. To answer queries, and make referrals and deal with issues in line with the Academy's policy and practice.
- To provide a straightforward, accessible, consistent line of communication for visitors, through face to face contact and dedicated telephone/switchboard and email provision. To co-ordinate communication within the Academy by opening and correctly distributing external post and ensure outgoing mail is franked and sent.
- To maintain electronic diary entry bookings for meeting rooms.
- Order equipment and resources as required and in a timely manner.
- Order and managing deliveries of uniform.
- To ensure that all visitors are signed in and out, so that an accurate visitors log is available in case of emergency. To ensure visitors are accounted for in the event that the building is evacuated.
- Ensure any students who are late or leaving early are signed in/out correctly.
- Signing in of late students, ensuring correct sanctions are given.
- To assist with the implementation of school administration policies, such as the behaviour policy. This could involve checking documents for errors, resolving queries and inputting of straightforward data on computer systems.
- Work as part of non-teaching team.
- To ensure effective systems for the programming and issuing of smart RM cards to provide students, staff and selected users/visitors with appropriate access to defined areas and cashless catering/purchasing services.
- To provide an efficient and effective administration service through the provision of clerical support to staff.
- Use photocopiers, scanners, laminators and other office equipment to support core curriculum administration and resource creation.



- To administer First Aid treatment to students, staff and visitors; to oversee students in the self-administration of inhalers, etc in accordance with Academy Policy. To update relevant records and to undertake relevant Health & Safety tasks using Assessnet.
- To assist in co-ordinating and marketing academy events such as trips, parents' evenings, transition induction days.
- Attend all parents evenings to provide administration support.
- To oversee collection and recording of payments for academy trips/events and ensure all payments are reconciled and secured at the end of the day.
- To update electronic records as required, including student records. To interrogate the Academy's Cloud School as required, including the generation and distribution of associated reports. To ensure the Free School Meals records are kept up to date.
- Such other duties as may be determined from time to time within the general scope of the post.
- Flexibility to work overtime as and when required to meet the academy's needs.

In addition to the above requirements, all staff are required to:

Promote the ethos of the Academy by:

- Being strong leaders in their own right with pupils of all attainment levels;
- Being a positive leader of ethos, demonstrating a "can-do" solution focused mentality when faced with any gripes or concerns with other colleagues;
- Being a strong presence wherever they are in the Academy;
- Modelling high standards in expectations and practice;
- Following Academy policy and promoting policy in all areas and at all times;
- Dealing immediately with any problem they observe;
- Being positive and proactive in seeking solutions to problems and in planning ahead;
- Constantly looking for ways to improve and innovate in education;
- Seeking the highest standards possible and sharing them with others.

Take responsibility for:

- Professional development and conduct of colleagues and pupils;
- Quality of care provided for colleagues and pupils;
- Identification of leadership potential in colleagues and pupils;
- Quality of the learning environment;
- The constant monitoring of the impact and effectiveness of innovation and operative systems within their remit;
- Being a conduit and filter for information to and from key stakeholders in the Academy;
- Organising their teams to deliver high quality service;
- Making sure what we say will happen, happens.

Our values:

The post holder will be expected to operate in line with our values which are:

- Be unusually brave
- Discover what's possible



- Push the limits
- Be big hearted

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Headteacher/Group/Chief Executive
5. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
6. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

Safeguarding

Academies Enterprise Trust and all of our academies are committed to ensuring the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We adopt a robust, fair and consistent recruitment process which is inline with Keeping Children Safe in Education guidance. This includes online checks for shortlisted candidates. All offers of employment are subject to an Enhanced DBS check, references, and where applicable, a prohibition from teaching check.

Equality, Equity, Diversity and Inclusion

At AET, we want all of our employees to feel included bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, and we truly believe that diversity drives innovation. Join our family and help us inspire every child to choose a remarkable life.



Person Specification

Job Title: Receptionist

General heading	Detail	Essential requirements:	Desirable requirements:
Qualifications	Qualifications required for the role	<ul style="list-style-type: none">● Grade C GCSE Maths and English or equivalent	
Knowledge/Experience	Specific knowledge/ experience required for the role	<ul style="list-style-type: none">● Good numeracy and literacy skills● Experience of working in a busy office environment● Capable of using 'Office Packages' to a high standard● A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults● Knowledge of Health and Safety issues including<ul style="list-style-type: none">- manual handling- safe working practices in relation to the handling and usage of hazardous equipment and tools	<ul style="list-style-type: none">● Experience of working in an educational setting● Relevant experience in a reception role● Knowledge of copyright legislation relating to photocopying and internet
	Abilities	<ul style="list-style-type: none">● Excellent written and verbal communication skills● Strong ICT skills● Ability to meet deadlines● Ability to prioritise and manage conflicting demands.● Excellent administration skills	<ul style="list-style-type: none">● Current driving licence● Word processing qualifications● European Computer Driving Licence● First Aider



		<ul style="list-style-type: none">• Ability to work on own initiative• Good organisational skills• Be an effective communicator	
Personal Characteristics	Behaviours	<ul style="list-style-type: none">• Good communication and interpersonal skills• Customer focused• Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect• Open, honest and an active listener• Takes responsibility and accountability• Committed to the needs of the students, parents and other stakeholders and challenge barriers and blocks to providing an effective service• Sensitivity to the needs of others• Ability to discuss issues openly• Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations• Is committed to the provision and improvement of quality service provision	



		<ul style="list-style-type: none">• Is adaptable to change/embraces and welcomes change• Acts with pace and urgency being energetic, enthusiastic and decisive• Has the ability to learn from experiences and challenges• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills	
	Values	<ul style="list-style-type: none">• Ability to demonstrate, understand and apply our values<ul style="list-style-type: none">○ Be unusually brave○ Discover what's possible○ Push the limits○ Be big hearted	
Special Requirements		<ul style="list-style-type: none">• Successful candidate will be subject to an enhanced Disclosure and Barring Service Check• Right to work in the UK• Evidence of a commitment to promoting the welfare and safeguarding of children and young people	



		<ul style="list-style-type: none">• Show a commitment and proactive approach to drive forward equality, equity, diversity and inclusion and to own personal development along with a positive attitude towards legislative developments and the provision of equitable services	
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