

Job Description

Role:	Receptionist	Salary Range:	1C	Notice Period:	One Month
Line Manager:	2i/c Faculty Administrator		Head of Faculty:		Business Manager

Role Purpose

The Receptionist will be the front line to an efficient school office which is essential to the smooth running of this successful school. To be able to assist and support the administration departments within the school.

Catholic Purpose

All staff must understand the nature and purpose of Catholic education and know that their first responsibility is to support the school in establishing and sustaining its Catholic identity and safeguarding the teaching of the Church. All staff must ensure that this catholic identity is reflected in every aspect of their work. This duty provides the context for the proper discharge of all other duties and responsibilities.

1. Articulate and promote the school's distinctive aims and ethos with parents, staff, pupils and the wider community.
2. Hold and articulate clear values and moral purpose, leading by example with integrity, creativity, clarity and resilience.
3. Demonstrate optimistic personal behaviour and model positive relationships and attitudes towards pupils and staff.
4. Work with determination to inspire, support and serve others, going the extra mile when required.
5. Protect the dignity of others through actions, interactions and decision and ensuring confidentiality at all times.
6. Demonstrate a willingness to challenge and develop personal knowledge and skills through CPLD.

Duties & Responsibilities

To provide an excellent customer service experience to all visitors, pupils and staff at St. Paul's.

- Manage a busy switchboard taking, directing and making calls throughout the day
- Provide all St. Paul's customers with a welcoming, efficient and reliable service
- Ensure the telephone system remains live and up to date throughout the year, including holidays
- Responsible for the upkeep and maintenance of the reception area to ensure it is a welcoming environment
- Maintain the school reception prayer board
- Manage the visitors registration log / software programme and providing suitable alternatives in unusual circumstances
- Work with the site team to ensure efficient distribution of all deliveries
- Responsible for the booking system for meeting rooms

- Provide a proactive and flexible approach to supporting the school with all its events and meetings throughout the year
- Ensure administrative tasks are completed as required by the Business Manager including filing, typing and organisation
- Responsible for ensuring all procedures and processes required in reception are upheld at all times
- Support pupils in their enquiries and support teaching and learning through the management of the pupil window
- Record all late attendance and work with the Faculty Admin team to ensure these legal records are maintained
- Communicate with parents and others as required to ensure lost property is identified and returned
- Maintain the Free School Meal (FSM) register on behalf of the school

Safeguarding

- Promoting the welfare of children and young people at all times
- Reporting child protection and safeguarding concerns through the school's processes and procedures
- Committed to supporting the Prevent Duty identify risks and prevent radicalisation and terrorism
- Responsible for immediately declaring changes in personal circumstances which may impact on the ability to safeguard others including criminal offences and situations which may cause the school or church to be brought into disrepute; or raise question as to the suitability of working with children
- Adhere to DBS renewal requirements and respond to these requests in a timely manner
- Ensure annual safeguarding training

General

- To work as an effective member of the Emmaus team and to promote teamwork at all times
- Work within, and believe in the Christian values of love, care and forgiveness, reflecting these in all your actions, decisions and interactions with others
- Observe good working practices, model exemplar professional conduct, adhere to health and safety regulations and manage oneself and all professional duties in accordance with statutory duties, requirements and expectations for those working in the public sector
- Exercise flexibility in working hours / days in carrying out your own duties for the benefit of others, acknowledging the changing demands and exceptional circumstances which arise when working with people
- Maintain confidentiality in all your duties and ensure integrity in your actions and adherence to GDPR and safeguarding requirements. Acknowledge the severity and impact of your actions should these not be adhered and the consequences which will be implemented
- Consider your social media presence and remember that whilst employed at St. Paul's you are representing the church, our school its mission and ethos

Job Description

- Observe, adhere and actively implement the policies, procedures and regulations in place at the school to maintain the safety and wellbeing of all stakeholders
- This job description allocates general duties and responsibilities, not specific tasks undertaken, nor the particular amount of time to be spent on carrying them out. Your professionalism, self-management, ability to manage a good work life balance and your knowledge of the support mechanisms and benefits in place to enable you to achieve this are your responsibility
- 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
- The post-holder is also required to undertake such other duties as may be required by or on behalf of St. Paul's Catholic School for the continuous delivery of education, the welfare of our pupils, the well-being of our staff and in response to local, national and international situations which impact on the day-to-day activities of the school

Declaration

I hereby confirm that I have read and understood the contents of this Job Description. I acknowledge and understand that my ability to deliver the expectations outlined in this document will be achieved through my partnership with the school, my own personal and professional management and with the support of the schools leadership structure. I understand that I must seek support when needed and note that the school will do everything it reasonably can to ensure I am successful in this role whilst working with me to achieve.

Name: **Signed:** **Date:**