



## RECEPTIONIST

### REPORTS TO DEPUTY HUB OPERATIONS MANAGER

#### About BFET

Bright Futures Educational Trust (BFET) is a partnership of schools based in the North West. Our aim is to provide a quality education that opens real choices for every one of our pupils, raising aspirations and helping every child to achieve their ambitions, no matter their background. The Trust currently has eight partner schools.

Bright Futures Educational Trust is establishing itself as a leader in educational excellence. The Trust's vision of, the best for everyone, the best from everyone is evident in everything we do.

We inspire excellence and believe in nurturing the abilities of all within our schools and communities. Our values of Community, Integrity and Passion enable us to empower our young people to build purposeful lives and have the courage and confidence to make a positive contribution to society.

#### About the Role – Receptionist

### NJC Scale Grade C

The Receptionist is an essential member of the Administrative Team. They are the first point of call for all visitors and enquiries to the academy and, as the 'face' of the academy, the post holder must be well-presented with a professional, friendly approach at all times.

The post holder will also contribute to smooth running of the academy by provide general assistance to the administrative team, which requires a good level of IT skills.

Excellent teamwork, organisational skills and a capacity to multitask, work flexibly through a 'can do' approach will be at the core of their success.

#### KEY RESPONSIBILITIES

- Maintain the front desk and provide excellent customer service for all visitors to the academy.
- Assist with general administrative duties as required ensure the smooth running of the academy.
- Assist with general clerical duties.



## KEY FOCUS AREAS

### Maintain the front desk and provide excellent customer service for all visitors to the academy.

- Be first point of contact for all visitors to the school, extending a warm welcome to callers – including parents, visitors, contractors and delivery staff.
- Answer incoming telephone calls quickly and courteously, transfer callers to relevant staff and or take messages and ensure they are passed on as soon as possible.
- Check all answerphone messages and pass them on to the relevant person
- Monitor the academy email account, respond to enquiries professionally or forward messages to the correct recipient as required.
- Collect and distribute incoming mail.
- Dispatch outgoing mail as appropriate, including visit to a post office for registered mail, if necessary.
- Ensure that the reception area and staff room remain tidy and that literature and forms are updated and replenished as necessary.
- Monitor entry systems for the main gate and reception area.
- Issue passes to visitors with reference to the academy's child protection policy.
- Administer the "off-site" slips and late signing in register.
- Deal with queries from pupils.
- Arrange for sick pupils to be collected by parents/carers and taken home.
- Act as First Aider and ensure first aid boxes throughout the academy are replenished as required.
- Support the Student Desk in arranging for sick pupils to be collected by parents/carers and taken home.
- Keep a log of confiscated mobile phones and arrange for collection by parents/carers.
- Keep a log of confiscated jewellery and arrange for its return at the end of each term.
- Keep a log of valuable lost property.
- Ensure the reception diary is kept up to date.
- Ensure the Meeting Room/Minibus diary is kept up to date.
- Support the Operations team in keeping the Main Office area tidy and organised.

### Administrative Duties

- Undertake general typing and other ICT related tasks as required.
- Organise hospitality as directed by SLT.
- Assist with the organisation of school events and trips through distribution of tickets, collecting permission slips and chasing non-return, ensuring adequate first aid provision is available.
- Distribute general correspondence to parents.
- Complete general administration tasks for Exams as required.

### Clerical Duties

- Provide general clerical and administrative support, for example, photocopying, filing, faxing, completing standard forms and returns, producing documentation and responding to routine correspondence
- Assist with the photocopying of work sheets and resources for teaching staff as required.



- Support the central stock ordering and deployment system.
- Ensure appropriate messages are on the voice mail system, including holidays.

#### **EXPECTATIONS OF ALL ACADEMY STAFF**

- Work professionally and effectively as part of a specific and wider Academy staff team.
- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards students and staff, and towards parents, carers, governors and members of the local community.
- At all times to be a positive, professional role model for all students.
- Treat all students with dignity, building relationships rooted in mutual respect, and always observing proper boundaries appropriate to staff's professional position.
- Actively adhere to the Academy's commitment to safeguarding of all students and the promotion of students' well-being, in accordance with statutory provisions and academy policy.
- Carry out supervision duties as directed in the duty rota.
- Actively engage in the Academy's performance management process.
- Actively engage in the CPD programmes to develop skills and improve practice.
- Be familiar with, and follow, all Academy policy and practice to ensure a consistent high standard approach to all aspects of the Academy.
- Play a full part in the life of the Academy, to support its distinctive mission and ethos.
- Act as an ambassador for the Academy at all times and positively promote its reputation within the community.
- Attend Academy events and activities as directed by the Head of School.

**Whilst every effort has been made to explain the main duties and accountabilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from the Head of School and / or Executive Principal to undertake work of a similar level that is not specified in this Job Description.**



**About the Person – Receptionist**

	<b>Essential</b>
Qualifications, Educational, Training	<p>Maths and English grade C GCSE level or equivalent</p> <p>Good working knowledge of Microsoft Office packages including Outlook, Word, Excel and PowerPoint with good keyboard skills.</p> <p>Basic first aid qualification or willingness to undertake it.</p>
Relevant Experience	<p>Successful experience of working in an office or in customer service role.</p>
Knowledge Skills and Abilities	<p>Excellent interpersonal and communication skills, with the ability to convey information clearly and accurately both orally and in writing to a range of audiences.</p> <p>Excellent organisation skills with a systematic approach to workload management.</p> <p>Excellent time management, planning and work prioritisation skills.</p> <p>Ability to work independently, without supervision.</p> <p>Ability to work effectively as part of the team.</p>
Dispositions and Attitudes	<p>Demonstrate a positive attitude and enthusiasm for the job.</p> <p>Demonstrate flexibility to respond to changing workload demands.</p> <p>Demonstrate a commitment to the aims and ethos of the Academy and the Trust</p> <p>Demonstrate an outgoing and warm personality, with the ability to use tact and diplomacy.</p> <p>Demonstrate excellent time management and multi-tasking skills.</p> <p>Demonstrate the ability to work calmly under pressure.</p> <p>Have a positive approach to challenges, seek solutions to problems and address difficulties with cheerfulness and good humour.</p> <p>Hold excellence attendance and punctuality records.</p>

**Additional information**

The academy is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment.