

St Alban's Catholic High School



“Learning, Respecting, Caring”

Student Receptionist

Job Description

St Alban's Catholic High School strives to provide an excellent education for our students within a caring Christian community where all are respected, valued and supported to achieve their potential. We aim to inspire everyone with the strength and purpose to begin the journey of learning for life and to prepare our students to lead by their example in the modern world.

Salary: £22,738 - £23,113 FTE salary, £9,389 actual, Grade 2 point 3-4

Hours: 18 HPW / 39 Weeks per year Monday – Wednesday
Monday – Wednesday 8.30am – 14.30pm

Responsible to: Senior Receptionist

Job Purpose

To provide a friendly and efficient reception service for the school, acting as first point of contact for Students, parents and staff, ensuring all enquiries and queries are dealt with effectively and in a timely manner to facilitate the smooth running of the school.

Job role

- To support the Catholic ethos of the School
- To receive and deal with enquiries from students, parents, staff, students and governors both over the telephone and in person
- To accurately input and update when necessary, student data in ARBOR, the school's Management Information System
- To ensure all communications, including telephone messages and emails, are distributed to the correct personnel in a timely manner
- To ensure that security and safeguarding procedures are adhered to, issuing badges and ensuring visitors sign in and out (and staff)
- To cover the main reception duties, as and when required.
- To undertake First Aid training, to give First Aid assistance when required to students
- General clerical admin duties, including to effectively use email, ParentMail, word processing and spreadsheet programmes to ensure the accurate production of emails and documents as required
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
- The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out additional duties within the context of the job, skills and grade

Signed	
Post holder:	Headteacher:
Name in capitals:	Name in capitals:
Date:	Date:

Personal Specification

Qualifications and Experience	Essential	Desirable
Experience of SIMS/ClassCharts & Microsoft Office		✓
General understanding of the operation of a school		✓
Detailed knowledge of school policies and procedures		✓
Excellent literacy skills	✓	
Excellent numeracy skills	✓	
Experience of working with students across the secondary age range and with learning difficulties or disabilities		✓
Excellent telephone manner	✓	
First Aid Trained (training will be provided if required)		✓
Communication		
Ability to write produce accurate documents and letters via Microsoft Office	✓	
Ability to exchange complex and sensitive information clearly	✓	
Ability to communicate with parents, external agencies and providers	✓	
Ability to ensure that effective communications are maintained with particular emphasis on customer care and School ethos	✓	
Ability to consult effectively to achieve best outcomes	✓	
Working with Others		
Ability to establish effective relationships with those working in and with school	✓	
Ability to establish rapport and respectful and trusting relationships	✓	
Ability to build open and honest relationships	✓	
Ability to work effectively as part of a team	✓	
Ability to work independently	✓	
Flexible	✓	
Good sense of humour	✓	
Calm and patient	✓	
Responsibilities		
Ability to be proactive and initiate action	✓	
Able to effectively support the work of others	✓	
Ability to plan and manage own time effectively	✓	
Able to resolve problems independently	✓	
General		
Demonstrate commitment to treating all people fairly	✓	
Thorough knowledge of Health and Safety legislation		✓
Understand and comply with safeguarding procedures		✓
Understand and comply with procedures and legislation relating to confidentiality	✓	
Demonstrate a clear commitment to develop and learn in the role	✓	
Ability to effectively evaluate own performance	✓	