 A Catholic Academy for Arts & Science

**ST BERNARD’S HIGH SCHOOL** A Catholic Academy for Arts & Science

**JOB DESCRIPTION**

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| **Title of Post:** | **Receptionist** |
| Purpose: | To be the face of the School as the first point of contact either by phone or once on site, supporting the Senior Receptionist in this duty.  To provide a professional receptionist service to the School as well as secretarial support to teaching staff. |
| Targets: | To be agreed upon appointment and updated as part of annual cycle of Appraisal and review. |
| Responsible to: | Office Manager |
| Liaison with: | Head Teacher, Senior Leadership Team, Office Manager, any other non teaching support staff |
| Working time: | 8.30am – 4.30pm, Monday to Friday, term time plus 1 week |
| Salary points: | 7-12 |
| Disclosure Level: | Enhanced |
| Key Areas of Responsibility: | * Support the duties of the Office Manager. * First Aid support. * Monitor office@ in box, reception@ in box. * SchoolComms messages. * Student filing. |
| Reception: | * Be the first point of contact for both telephone, face to face enquiries and general emails. * Ensure School security arrangements are always complied with, including the oversight of signing in procedures for visitors. * To announce deliveries to premises to ensure compliance with safeguarding procedures, accept when notified and sign for deliveries as appropriate. * Calls to parents/carers at the request of teacher. * Trouble shooting problems/issues for parents using script. * To monitor the CCTV of Medical Room and Canewdon Road entrance. |
| Administration: | * To support pastoral letters for School communication in what goes out from the School – emails/letters to parents that go out via School comms/Teams. * To provide PSHE support to PSHE lead liaising with external agencies, preparation of programme each year. * General clerical support as required. * Accessing information on the SIMs system for telephone numbers and contact details. * To send out texts/emails to parents as directed. * Co-ordinate the Parents evening online system. Setting up the evenings, emailing and liaising with the Deputy Head, teachers and HoDs and emailing parents. * Entering the students that are late on SIMs each morning. * Checking office@ emails for absences to pass on to KNE when not doing attendance. Attendance not picked up by office@. * Doing attendance on a Monday morning, this includes checking Schoolcomms, absence line and office: emails and inputting the late detentions. Also checking late/uniform inbox and adding these to the breaktime detention sheet and printing this off to go to E24. * Inputting cover registers. * To offer support to teachers for various things including locating teachers, students etc. |
| First Aid: | * Undertake training/refresher in First Aid on a regular basis * To be first point of contact for First Aid – managing situation or organising colleagues as appropriate * When students leave/arrive updating SIMs with their attendance along with reason. This is then written in the student signing in/out book * Assist with the general welfare of students * Phoning home for their accounts to be topped up for lunches * Issuing plasters/ice packs and hot water bottles as and when required * Students asking for us to phone home to clarify after school activities or staying after in the library * Pass on lunches/messages to students as required. |
| Health & Safety: | * To be active in keeping the ‘snow’ box up-to-date * To be actively involved during a fire alarm alert * To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace. |
| Additional Duties: | * To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example. |
| Other Specific Duties: | * To support the school in meeting its legal requirements for worship * To promote the school’s corporate policies * To continue professional development as agreed * To actively engage in the staff review and development process |

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from senior staff to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but, in consultation with you, it may be changed by the Head Teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

Signed: …………………………………………………….. Head Teacher

Signed: ……………………………………………………… Receptionist