



JOB SPECIFICATION – Reception Assistant

Line Manager: PA to the Principal

Responsible to: Business Manager

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. It is also expected that the role will develop, working to specific strengths of the successful candidate.

The post-holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

The post-holder will participate in the School's programme of Performance Management and Continuing Professional Development.

Specific Responsibilities

- Ensure that incoming calls are answered promptly and directed to the relevant department
- Manage outgoing post daily
- Receive and sort incoming post inc parcel deliveries for distribution/collection
- To manage receipt of exams/scripts documents during exam periods
- To support the Administration team with general clerical and admin tasks
- Arrange Taxi bookings when needed
- Maintain regular contact with transport at Buckinghamshire County Council and all taxi and coach companies re school transport.
- Update student bus lists
- Support families with items left at home / lost property
- Support site surveillance
- Assist with the on-call rota to direct staff to classrooms
- Ensure the reception and foyer is tidy and has all necessary resources
- Ensure timely and accurate customer service
- Handle complaints and specific stakeholder requests
- Ensure The College's policies and safeguarding requirements are met

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. It is also expected that the role will develop, working to specific strengths of the successful candidate.

The College 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.

Person Specification
Qualifications / Experience/Knowledge

ESSENTIAL

- Clear focused verbal and written communication skills
- Proven customer care skills
- Problem-solving skills
- Proven high level organisational and administrative skills
- The ability to work to a high degree of accuracy, integrity and confidentiality
- The ability to problem-solve and troubleshoot
- The ability to manage time effectively
- The ability to work independently and as part of a team collaboratively and supportively in a service orientated environment
- Resilient with the ability to work calmly under pressure; employing tact and diplomacy in difficult or sensitive situations and in the event of an emergency situation where liaison with emergency services is required

DESIRABLE

- Educated to GCSE Grade 4 or equivalent in English and Maths
- Experience of working in a public facing role
- Experience of working within Education

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties, including the provision of high quality teaching and learning across the Academy and the pastoral care of the students in their charge. Elements of this job description and changes to it may be negotiated at the request of either the Principal or the incumbent of the post.

The Chalfonts Staff Ethos

- To undertake such other duties as may be required, commensurate with the level of responsibility of the post.
- To engage actively in the performance review process, addressing appraisal targets set in conjunction with the line manager each autumn term.
- To participate in training and other professional development learning activities as required.
- To promote equal opportunities and celebrate diversity in all aspects of the academy.
- To play a full part in the life of the academy community, to support its distinctive aim and ethos and to encourage staff and students to follow this example.
- To support and attend academy events such as Open Evening.
- To promote actively the academy's policies.
- To adhere to the academy's Dress Code.
- To comply with the academy's Health and Safety policy and undertake risk assessments as appropriate.
- To be familiar with and promote safeguarding requirements, demonstrating adherence to the DfE
- Guidance 'Keeping Children Safe in Education and the academy's Safeguarding/Child Protection policies.
- To be aware of and comply with all academy policies and procedures, in particular those relating to conduct, child protection (as above), health, safety and security, confidentiality and data protection (GDPR), reporting all concerns to an appropriate person.

Employees will be expected to comply with any reasonable request from a manager 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 academy 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 (as defined in the Equality Act 2010).

Following consultation with you this job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.

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.

This 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.

The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Principal.