



## **JOB SPECIFICATION**

### **Reception Manager**

**Line Managers: PA to the Principal / School Information Administrator**

**Responsible to: Business Manager**

**Salary: £21,000 per annum**

We are looking for a motivated individual to manage our busy Reception Office. The Reception Manager will be responsible for the day to day management, co-ordination and supervision of Reception including appointments and all aspects of the school system. The post holder will be responsible for managing the team of Receptionists and ensure their further development through training. You will act as the 'face' of the school and ensure visitors receive a heartwarming welcome. You will also coordinate all front desk activities, including calls, visitors and student services.

As a front office manager, you should combine a pleasant personality with a dynamic professional attitude to supervise and lead our team. The ideal candidate will be able to work under pressure, must have excellent communication skills and a good work ethic. You must be able to work as part of our team as well as on your own and have good administrative (Microsoft Office) and an excellent telephone manner.

#### **KEY RESPONSIBILITIES**

- To ensure that incoming calls are answered promptly and directed to the relevant department.
- To manage incoming post and distributing it to the relevant department.
- To manage outgoing post/arranging parcel-force collections.
- To manage receipt of exams/scripts documents during exam periods
- To arrange Taxi and mini-bus bookings for students, teachers.
- To maintain regular contact with transport at Buckinghamshire County Council and Imperial coaches regarding school buses.
- To update student bus lists
- To support families with items left at home / lost property
- To support site surveillance
- Operation of intercom system
- Monitoring signing in and out of students (in late or leaving for appointments)
- To manage telephone system including voicemail systems
- To issue Staff/Visitor badges
- To assist with the on-call rota to direct staff to classrooms
- To ensure the reception and foyer is tidy and has all necessary resources
- To line manage, train, supervise and support reception staff
- To schedule staff breaks to ensure adequate reception coverage
- To ensure timely and accurate customer service
- To handle complaints and specific stakeholder requests
- To monitor stock and order office supplies
- To 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**

- Proven work experience as a Front desk manager or Reception manager
- Proficiency in English (oral and written)
- Solid knowledge of MS Office, particularly Outlook, Excel and Word
- Excellent communication and people skills with an outstanding telephone manner
- Good organizational and multitasking abilities
- Problem-solving skills
- To display a very high standard of personal appearance
- Proven high level organisational and administrative skills
- Excellent ICT skills and sound numeracy 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.

##### **DESIRABLE**

- A good standard of education