

## **Federation of Kintore Way Nursery School & the Grove Nursery School**

### **Receptionist Job Description**

|                         |                                                         |
|-------------------------|---------------------------------------------------------|
| <b>Post:</b>            | Receptionist                                            |
| <b>Grade:</b>           | 3, points 2-6                                           |
| <b>Reports to:</b>      | Office Manager / Federation SBM / Executive Headteacher |
| <b>Working Pattern:</b> | 39 weeks, Term Time Only                                |
| <b>Hours:</b>           | 25 hours per week                                       |

#### **JOB SUMMARY**

To be the Receptionist / Clerical Assistant in the office, by providing support for a range of clerical functions.

#### **PRINCIPAL ACCOUNTABILITIES**

1. Act as the first point of contact for users and visitors to the School.
2. Provide clerical support for the School office and administrative function.

#### **JOB CONTENT**

*Main duties and responsibilities are indicated here. Other duties of an appropriate level and nature will also be required.*

#### **1. Providing clerical support for the office and administrative function**

- Receiving, signing in and dealing with queries or directing pupils, parents and other School visitors as appropriate
- Operating the School's main telephone system, transferring calls, or taking and delivering messages as appropriate ensuring priority is given to visitors
- To provide a high quality customer service to all stakeholders
- Providing daily dinner numbers to catering staff in a timely fashion
- Liaising with supply staff agencies and booking agency staff at the direction of senior classroom staff
- Word processing of general correspondence and photocopying documents when required
- Ensuring confidentiality at all times when dealing with sensitive information for all users of the School
- Assisting Office Manager with admissions i.e. parent calls/queries/registration day
- Receiving and sorting incoming mail for delivery to appropriate staff, franking and posting outgoing mail
- Ensure emergency mobile phone is charged ready for use on a weekly basis and copy of emergency contact list is available for use off site.
- Monitoring of office stationery stock levels

#### **2. Assisting in the maintenance of various School computerised databases and systems**

- Telephone or text parents regarding pupil absences and entering attendance onto the School's MIS System and ParentMail.

### **3. Financial Administration**

- Placing orders with outside suppliers entering onto RM Finance accounting system in an accurate manner ensuring any queries are raised with the FSBM
- Checking deliveries against original orders and entering received items on RM Finance

#### **Key Organisational Objectives:**

The post holder will contribute to the school's objectives in service delivery by:

- Enactment of Health and Safety requirements and initiatives as directed
- At all times operating within the School's Equal Opportunities framework
- Acknowledging Customer Care and Quality Initiatives

#### **Safeguarding**

1. To follow the Federation's policies and procedures for Safeguarding Children, Child Protection and Health and Safety.
2. To be vigilant in identifying when a child might be at risk, following appropriate guidelines, recording on the Federation's electronic safeguarding system and reporting to the designated person, in their capacity as front line staff
3. To display a commitment to the protection and safeguarding of children and young people.
4. To maintain confidentiality about all issues related to children and their families; your own and other staff members issues and any other management or operational issues.
5. To keep up-to-date with relevant legislation and guidance in relation to working with and the protection of children and young people.
6. To behave in an actively anti-discriminatory way.

#### **Health and Safety**

1. To be aware of all the emergency procedures, including fire, first aid, full evacuation and missing child.
2. To maintain and follow all health and safety procedures at all times.
3. To ensure that the environment is clean, safe and hygiene standards are maintained at all times.
4. To work in compliance with the Federation's Health and Safety policies and the Health and Safety at Work Act 1974.

#### **Equal Opportunities**

1. To behave in an actively anti-discriminatory way, promote children's sense of identity and keep up to date with equality legislation including the 2010 equality act.
2. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
3. To carry out all duties in the context of and in compliance with Southwark's and the Federation's Equalities policy.

#### **Data Protection**

1. To work within the requirements of the Data Protection Act 1998 and to be aware of the responsibilities for security, accuracy, and significance of personal data held on computerised systems in line with GDPR regulations.

#### **Professional Conduct**

1. To adhere to the Federation's Staff Code of Conduct and Staff Behaviour Policy at all times.
2. To be aware of the high profile of Kintore Way Nursery School & Children's Centre and uphold its standards at all times.
3. To work effectively as a member of a team establishing and maintaining good working relationships and ensure that care is taken when communicating with others to avoid any unnecessary conflict.
4. To encourage an atmosphere of co-operation and respect.
5. To ensure that a polite, courteous and helpful attitude is demonstrated at all times to the children, their parents, staff members and other agencies
6. To ensure that punctuality is maintained throughout the day.
7. To manage own workload and plan time effectively.

### **Professional Development**

1. To take responsibility for own professional development and be proactive in keeping up-to-date with changes in legislation.
2. To attend and contribute to staff meetings, professional development training and any other events as requested.

This job description may be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation.

### **Special Conditions of Service**

The post holder may be required to work outside of normal school hours on occasion with due notice.

The post may require the post holder to work on a shift basis to ensure the smooth running of the office.

The post is term time only.

This post requires the post holder to work across the Federation as required.

Any other duties of an appropriate level and nature will also be required.

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointed interview.

All employees are required to declare any conflicts of interest that may arise before or during their employment.

Because this post allows substantial access to children, candidates are required to have an enhanced DBS check

## Receptionist / Clerical Assistant – Person Specification

| ATTRIBUTES                           |                                                                                                                                                       | ESSENTIAL (E)<br>DESIRABLE (D) |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <b>Qualifications/<br/>Knowledge</b> | A working knowledge of computer systems                                                                                                               | E                              |
| <b>Experience</b>                    | Experience of front line customer care                                                                                                                | E                              |
|                                      | Experience of clerical work in a similar environment                                                                                                  | E                              |
|                                      | Experience of a range of computerised systems (e.g., Word processing, spreadsheets, etc.)                                                             | E                              |
|                                      | Experience of handling and security of cash                                                                                                           | E                              |
|                                      | Experience of the clerical function in a school office                                                                                                | D                              |
| <b>Skills &amp; Abilities</b>        | Excellent written, oral skills and telephone manner                                                                                                   | E                              |
|                                      | Excellent interpersonal skills, including customer care                                                                                               | E                              |
|                                      | Meticulous attention to detail                                                                                                                        | E                              |
|                                      | Ability to work as an effective team member                                                                                                           | E                              |
| <b>Personal<br/>Characteristics</b>  | Reliable with a high degree of integrity                                                                                                              | E                              |
|                                      | Approachable with excellent interpersonal skills when dealing with others on all levels                                                               | E                              |
|                                      | Well-organised, enthusiastic, energetic and flexible                                                                                                  | E                              |
|                                      | Resilient and demonstrates the ability to work under pressure and manages time effectively                                                            | E                              |
|                                      | Values and respects the views of children                                                                                                             | E                              |
|                                      | Self-motivated and able to take initiative and responsibility                                                                                         | E                              |
|                                      | A willingness to learn with and from colleagues                                                                                                       | E                              |
|                                      | Proactive in maintaining own professional development and can seek help from others when needed                                                       | E                              |
|                                      | A commitment to take part in all aspects of the life of the Federation, including meetings, training, special events and other activities as required | E                              |
|                                      | Adheres to the Federation's code of conduct                                                                                                           | E                              |
|                                      | To undergo an enhanced DBS check – individuals on the ISA barred list should not apply                                                                | E                              |
|                                      |                                                                                                                                                       |                                |
| <b>Special<br/>Conditions</b>        | Flexibility to work a shift pattern as required                                                                                                       | E                              |
|                                      | Motivated to work with young children and their families.                                                                                             | E                              |
|                                      | Emotional resilience in working with challenging behaviours and the ability to work under pressure.                                                   | E                              |
|                                      | Self-reflective and committed to own professional development                                                                                         | E                              |
|                                      | Willingness to occasionally work outside of normal office hours.                                                                                      | E                              |

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_