



BEDSTONE

www.bedstone.org

JOB TITLE: COLLEGE RECEPTIONIST

REPORTING LINE MANAGER: The Headmaster

Hours of work: 08.30am to 5:00 pm (two days each week; term-time only)

Holiday entitlement: 8 days each year including public holidays *

Salary: Negotiable (depending upon experience)

GENERAL:

Bedstone College is an independent, co-educational boarding and day school. The College prides itself upon its caring family atmosphere as well as its academic standing and for most parents contacting the College, the successful applicant will be the very first person that they speak to.

The ability to convey the ethos of the College when dealing with people will be a deciding factor in the appointment as will the ability to support the College by providing administrative support in an efficient and courteous manner. As such, the role is extremely important to the presentation and image of the College. The Main College Receptionist will be solely responsible for managing all telephone enquiries, handling visitors and for undertaking other general "front of house" administrative tasks that ensure the effective working of the College on a day-to-day basis.

MAIN DUTIES AND RESPONSIBILITIES:

1. To support the ethos of the College;
2. To support the Headmaster and the Senior Management Team in the good management of the College and in the evolution and delivery of policies and the curriculum.
3. To operate a Reception area that promotes a professional image of the College at all times.
4. To act as a point of contact for the college for all enquiries either by telephone, email or face to face.
5. To liaise, with tact and diplomacy with other school staff and others outside the school, particularly parents, professional associations and the local community generally.
6. To act as an ambassador for the college in all matters.
7. To be reasonably flexible in working arrangements and the allocation of duties.
8. To provide high quality administrative support and assistance, when required, to the Headmaster and his PA, (this may include with the administration of school events, examination administration, student support etc.), and the Admissions, Marketing and Enterprise Department.
9. To be aware of and comply with policies and procedures relating to child protection/safeguarding, health and safety, security, confidentiality and data protection

The main duties and responsibilities of the post are as follows (*this list is not exhaustive*):

DUTIES TO INCLUDE:-

- To maintain a welcoming environment and appropriate hospitality for visitors
- To be present in the main Reception area at all times, other than during designated break periods, in order to welcome visitors, students, parents and contractors
- To ensure that the main Reception area is kept in a pristine condition at all times to provide the appropriate image and conditions for the receipt and welcome of visitors.
- To ensure that doors in Reception are not wedged open and thus infringing fire regulations
- To be responsible for the answering of the main College switchboard system in a timely manner.
- To be responsible for the signing in of all visitors to the College to inform, them of the safeguarding and H & S procedures while they are on site and to communicate with courtesy and clarity.
- Ensuring that face to face enquiries from visitors, parents, staff and students are dealt with appropriately and in accordance with the college's Safeguarding Policy.
- Upkeep of both visitors' log and staff/students signing in and out sheets
- Operating standard office equipment, e.g. fax machine, franking machine and photocopiers and organising the routine repairs or service of such equipment as and when necessary.
- Distribution of incoming mail to the correct departments
- Organisation of external post.
- Arranging courier services as and when required.
- To assist with the implementation of College's policies such as the student absence monitoring system. This will involve inputting of straightforward data on to the College's Schoolbase Database system to ensure, on a daily basis, the student attendance data is accurate and up to date, and produce reports as required
- Updating the school database with changes to contact and other details
- To receive and send e-mails and faxes, and forward appropriately
- Ensure adequate stocks of all stationery for office use are kept, and are adequately stocked for the staff room and Headmaster's offices.
- To maintain high standards of confidentiality, discretion, dress and professional behaviour.
- To carry out such other miscellaneous administrative tasks as required by the Headmaster, SMT or the PA to the Headmaster and liaise with the Headmaster's PA regarding the day to day running of the office
- Support the Headmaster's PA with report production, collation and issuing.
- To organise and control the ordering of all departments and general school stationery items through agreed suppliers throughout the academic year.
- To keep accurate records of stationery items purchased and provide the Bursary with invoices to enable department charging.
- To log calls with the service providers for the telephone system and mail franking machine and follow-up where necessary.
- To update the mail franking prices when directed to do so.

ABILITIES & SKILLS:

1. Excellent telephone manner.
2. Be a person of integrity and initiative who is able to think ahead, prioritise and work accurately and flexibly.
3. Have good communication and interpersonal skills and be able to mix easily with students, teaching and non-teaching staff, parents, contractors and suppliers.
4. Ability to deal tactfully and confidently with telephone callers and visitors.
5. Good IT Skills. The applicant should be fully conversant with MS Office e-mail and Word. The knowledge of Microsoft Excel and an understanding of how to work with websites would be an advantage.

6. Ability to remain calm, composed and flexible within a busy and demanding environment.
7. Ability to work effectively within a team and on their own initiative.
8. Ability to undertake a wide range of clerical, administrative and general duties.
9. Must be accurate in recording details and make full use of the College's computer systems.
10. Integrity and confidentiality to be maintained at all times.

EXPERIENCE (desirable but not essential):

- Experience of working in Reception / use of switchboard
- Knowledge and experience of large organisation procedures and structures
- Experience of working within a school/college

SPECIAL FACTORS:

This post is subject to a check being carried out at an Enhanced level by the Disclosure and Barring Service regarding any previous criminal record. This job description does not form part of the contract of employment and may be varied in accordance with the demands of the appointment.

APPLICATION PROCESS:

- Applications will only be accepted from candidates completing an application form in full.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared.
- Where appropriate the successful applicant will be required to complete an enhanced Disclosure from the DBS at the appropriate level for the post.
- We will seek references on short listed candidates and may approach previous employers for information to verify particular experience or qualifications, before interview. If you are currently working with children, on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any enquiry or disciplinary procedure. If you are not currently working with children but have done so in the past, that previous employer will be asked about those issues. Where neither your current nor previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although it may be where appropriate to answer 'not applicable' if your duties have not brought you into contact with children or young persons.
- You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected and possible referral to the police and/or DfE Children's Safeguarding Operation Unit.

Signed in acceptance: _____

Date: _____

*** Pay for holiday entitlement will be included in the annual salary. Holidays cannot be taken during term time and bank holidays during term time are working days.**