



Job Description

Post Title: Receptionist/Cover Coordinator

Pay Scale: Grade 6

Responsible to: Office Manager

Main Purpose of the Post:

- To manage the Academy Reception and related administration tasks and provide clerical support.

Principal Accountabilities:

- Undertake duties on the Reception for staff and visitors.
- Liaise with Academy Staff to organise effective procedures for hosting visitors ensuring safeguarding procedures are adhered to.
- Manage the switchboard and accept all incoming calls.
- Transfer callers and forward on any messages.
- Enter and activate student and staff cards on the Academy's system.
- Ensure any supply staff have necessary clearances.
- Set up of voicemails and extensions.
- Manage fire evacuation procedures for visitors.
- Monitor and order office supplies.
- Provide and manage the daily cover requirements and workload for Support, including teaching commitments, timetables, photos, lanyards, keys and information packs.
- Undertake other administrative tasks to support the Academy upon request.

General

- The above responsibilities are not exhaustive and are intended to describe the general nature of the role. Subsequently, the responsibilities may change or vary over time depending on the needs of the Multi Academy Trust; however, this will not change the character of the job or level of responsibility.
- The above responsibilities may involve having access to information of a confidential nature which may be covered by the Data Protection Act (1998). Consequently, confidentiality must be maintained at all times.
- The post holder must promote the Academy's Equal Opportunity Employment Policy.
- The post holder must be aware of, and comply with, policies and procedures relating to safeguarding and child protection, reporting all concerns to an appropriate person.
- The Health and Safety Work Act (1974) and other associated legislation places responsibilities for Health and Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health, Safety and Welfare of

him or herself. Specific details are outlined in the Multi Academy Trust's Health and Safety Policy.

- Where the post holder is disabled, every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him or her to perform the full duties of the jobs. If, however, a certain task proves to be unachievable, re-evaluation of the task will be given full consideration.

Knowledge, Skill and Experience:

- Able to work as part of a team and use own initiative.
- Efficient and effective organisation and prioritisation skills.
- Effective communication skills.
- Excellent administration skills and previous experience working in an office environment.
- Effective IT skills and experience in the use of Microsoft Office packages and telecommunications.
- Experience in supervising staff.
- Able to keep calm under pressure in a busy environment.

Creativity and Innovation:

- Work to Multi Academy Trust policies and procedures as stipulated in Academy Handbook.
- Develop and implement systems, office practices and procedures to ensure the efficiency of the Reception.
- Design induction materials in respect of supply staff.

Decision-Making:

Discretion:

- Manage own workload to ensure the effective administration of the Reception and telecommunications in the Academy.
- Decide when it is necessary to implement agreed de-escalation strategies to minimise risks of student behaviour becoming disruptive or dangerous.
- Use discretion when to seek advice from line management, e.g. bad behaviour.
- Respond to on the spot incidents requiring immediate attention/decisions on and off the Academy premises and/or without direct contact with a Senior Member of Academy Staff.
- Decide on work tasks the junior colleague undertakes.

Consequences:

- Positive impact on the quality of the Reception within the Academy.

Contacts and Relations:

- Contact on a daily basis with Executive Principal, Senior Leadership Team, Academy Staff and Governors for the exchange of information.
- Contact on a daily basis with students and parents to offer support and guidance.
- Contact with visitors entering the site.
- Contact with Line Manager and Senior Leaders to raise issues and report information.

Responsibility for Resources:

- Walkie-talkie (on-site only).
- Holder of a quantity of classroom keys and door passes.
- Holder of radar key for the disabled toilet.

Working Environment:**Work Demands:**

- Work is subject to interruption and internally set deadlines.

Physical Demands:

- Work will require normal physical effort.

Working Conditions:

- Work will be undertaken in an open reception area and may be subject to challenge from parents and students.

Work Context:

- Work is undertaken in an office/school environment and may be subject to challenge from parents, students and staff.

Position in Academy:

- Indicate how many staff for whom the post holder is directly responsible: 1.

Note:

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post. Moreover, the post holder may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

The post holder is required to hold an enhanced level Disclosure and Barring Service check.

Date of Job Description

Date copy sent to post holder

Staff signature

Line Manager signature