

LEARNING TOGETHER

CORNWALL EDUCATION LEARNING TRUST



RECEPTIONIST

Job Description & Person Specification

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Job Description

Purpose of the Post:	To ensure the smooth running of the reception area at Penrice Academy. As part of an established administration team, you will have a key role in contributing towards the efficient and effective clerical support to the Academy.
Reporting to:	Office Manager
Responsible for:	N/A
Key Contacts:	Teachers, support staff, students, parents, visitors and external agencies
Location:	Based at Penrice Academy but there may be a requirement to travel to undertake work at or for other academies/sites within Cornwall Education Learning Trust.
Salary Grade:	F
Hours:	37 hours per week, term time only plus 5 INSET days (39 working weeks)

Principal Responsibilities:

- ❖ To provide administrative and secretarial support in such areas of word-processing, correspondence, reports and publications, updating and extracting computer information, photocopying and filing.
- ❖ To receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required, ensuring that all messages are distributed in a timely manner.
- ❖ To input information relating to students on SIMS.net, so as to ensure up-to-date and accurate records for students. To ensure the utmost confidentiality in relation to such records.
- ❖ To welcome visitors in a professional and hospitable manner, ensuring signing-in procedures are followed.
- ❖ To sort and distribute incoming post and follow the correct procedure for recording incoming goods.
- ❖ To prepare and frank outgoing mail appropriately in accordance with Royal Mail regulations.

General Responsibilities applicable to all staff:

- ❖ To demonstrate and promote the values of Cornwall Education Learning Trust at all times.
- ❖ To work effectively with other members of staff to meet the needs of all students.
- ❖ To work with professionalism in line with the Trust's Code of Conduct.
- ❖ To attend staff meetings and Trust-based INSET as required.
- ❖ To be responsible for his/her own self-development on a continuous basis, undertaking any training/professional development as appropriate.
- ❖ To be aware of and adhere to all applicable Trust policies and procedures.
- ❖ To maintain at all times the utmost confidentiality with regard to all reports, records, personal data relating to staff and pupils and other information of a sensitive or confidential nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.

Note:

- ❖ This Job Description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post.
- ❖ The postholder may be required to undertake such work as may be determined by the Headteacher/line manager from time to time, up to or at a level consistent with the main responsibilities of the job.
- ❖ This Job Description may be amended at any time in consultation with the postholder.

SPECIAL CONDITIONS OF EMPLOYMENT

Cornwall Education Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The postholder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The postholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

All offers of employment are conditional and subject to an Enhanced DBS check and, where applicable, a prohibition from teaching check will be completed for all applicants.

Person Specification

Selection Criteria	Essential	Desirable	How Assessed
Education and Training	<ul style="list-style-type: none"> ❖ Attainment of 4 GCSE qualifications or equivalent, including English and Maths, or able to demonstrate equivalent knowledge, skills and aptitude 	<ul style="list-style-type: none"> ❖ Attainment of NVQ Level 2 qualification in receptionist/clerical related field ❖ Typing skills / qualification 	Application Form / Interview
Experience	<ul style="list-style-type: none"> ❖ Practical experience of telephone network systems, word processing programmes and other related computer systems, including Microsoft Word, Excel and Outlook ❖ Experience of working in a fast-paced environment and ability to adapt to changing demands 	<ul style="list-style-type: none"> ❖ Have a working knowledge and understanding of a secondary Academy environment ❖ Clerical and/or receptionist work experience from a school or college environment ❖ Knowledge and experience of working with SIMS 	Application Form / Interview
Specialist Knowledge and Skills	<ul style="list-style-type: none"> ❖ Good levels of literacy and numeracy ❖ Admin and organisational skills ❖ High level of oral and written communication skills ❖ Ability to prioritise between different demands and work to deadlines ❖ Ability to work without supervision ❖ ICT Competency ❖ Ability to work confidentially and with attention to detail to maintain accurate records 		Application Form / Interview

Personal Qualities	<ul style="list-style-type: none"> ❖ A strong commitment to safeguarding children and young people; full awareness and knowledge of current national legislation for safeguarding and child protection ❖ To believe in the importance of team work and a collaborative approach, to be able to contribute effectively to a team and build supportive working relationships with colleagues ❖ A desire to play a full part in the life of the academy community, to support its distinctive mission and ethos and to encourage staff and students to follow in this example ❖ Confident, patient, good listening skills, compassionate, self-motivated 		Application Form / Interview
Values Related Qualities	<ul style="list-style-type: none"> ❖ Collaborate – ability to work effectively as a team ❖ Empower – ability to take initiative and problem solve in order to improve performance ❖ Leadership – To lead by example and achieve shared goals ❖ Transformation – ability to recognise a need for change and adapt accordingly 		Application Form / Interview



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