

## ENDEAVOUR LEARNING TRUST

<b>JOB DESCRIPTION</b>	
<b>JOB TITLE</b>	Receptionist
<b>GRADE:</b> <b>SALARY</b>	Grade 3 SCP 9 to 13 £16,755 to 17,391 per annum
<b>PRO RATA SALARY:</b>	£14,565.79 to £15,118.69 per annum
<b>HOURS PER WEEK</b> <b>WEEKS PER YEAR</b>	37 hours per week Term Time Only (plus 2 weeks in August to cover Summer School)
<b>Permanent/Temporary</b>	Permanent
<b>LOCATION</b>	Based at Burscough Priory Academy
<b>RESPONSIBLE TO</b>	Chief Executive Officer
<b>ENDEAVOUR LEARNING TRUST IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN AND YOUNG PEOPLE AND EXPECTS ALL STAFF AND VOLUNTEERS TO SHARE THIS COMMITMENT.</b>	
<b>JOB PURPOSE</b>	
<ul style="list-style-type: none"> <li>• To provide first-class customer service</li> <li>• To provide the day to day operations of the student and visitor reception desks.</li> <li>• To deliver a timely administrative service to the Trust, Executive Headteacher, Local Academy Council, SLT and other staff of the Trust, parents and carers, the public, the LEA and other agencies.</li> </ul>	
<b>MAIN ACTIVITIES</b>	
<p><b>Academy</b></p> <ul style="list-style-type: none"> <li>• To ensure the provision of a pleasant and efficient reception as first point of contact for parents and all visitors to the Academy (including asking people to sign in and out and giving visitors a badge), carried out within line with the Academy's Safeguarding policy.</li> <li>• To ensure that all visitors to the Academy are received professionally.</li> <li>• To ensure that the front of house presents a smart, professional and positive image to all visitors.</li> <li>• To deal with queries and provide information and advice about the Academy and Academy activities for parent, pupils and visitors in person, by telephone and by e-mail.</li> <li>• To ensure that telephone calls are answered professionally.</li> <li>• To answer the telephones courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate.</li> <li>• To ensure that post inwards and outwards is promptly received and processed.</li> <li>• To lead in the production and standardisation of school forms.</li> <li>• To assist with Academy events.</li> <li>• To maintain office supplies and first aid equipment, re-ordering as necessary.</li> <li>• To provide First Aid to all students as necessary in a sympathetic and efficient manner, ensuring a record is logged of all incidents and the Accident Book is completed for more serious injuries. To contact parents/carers where necessary for collection of a sick or injured child or to report a head injury.</li> <li>• To administer medicines to any children as required by the parent/carer.</li> <li>• To maintain the rota of those qualified to administer first aid.</li> </ul>	

- To maintain a log of all accidents to pupils, staff and visitors, ensuring that monitoring procedures are adhered to and appropriate actions taken.
- To ensure that all accidents are reported to school managers and where required reports are submitted to the appropriate body. To ensure the school's first aid boxes are recorded and adequately stocked.
- To undertake a variety of shared general school administrative jobs when staff absence necessitates.
- To produce a variety of word-processed documents and Excel databases, including the use of Schoolcomms.
- To manage the appearance of the Academy's front of house which includes, general office, parent meeting rooms, foyers, medical room and entrance.
- To provide any other general administrative services needed by the Executive Headteacher as requested.
- To be willing to undertake fire marshal duties and training as directed by the Leadership Team.
- To evaluate and improve your own practice, which may lead to improvements in the day-to-day running of the Academy and to take responsibility for personal professional development.
- To carry out administrative duties during the Summer School event.
- To maintain and update student records.
- To maintain and update student care plans
- To provide administrative support for school trips including completion of insurance returns.
- To manage the student lockers within school.
- To manage the on call system within school.
- Provide general clerical and administrative support, including word processing, minute taking, filing routine correspondence, distributing mail, basic reprographics.
- Routine financial administration, including petty cash, postage, banking etc.
- Maintaining and updating manual and computerised records including, for example, records of free school meals, school trips, registers etc including related data input.
- Undertake reception duties including answering telephone and responding to routine queries.
- Maintaining stock and ordering supplies, including the processing of orders, check of incoming deliveries, arranging for payment of invoices and the distribution and storage of stock.
- General welfare support, where required, including liaison with staff and parents.
- Contribute to the duty rotas at unstructured times as required
- To be willing to work at other sites within the Trust if required. (mileage will be paid)
- To take reasonable care for the health and safety of both yourself and others with whom you come into contact and who could be affected by your work.
- To comply with the schools health and safety rules, reporting any health and safety concerns to the Trust's Resource Development Manager.
- To work within the Trust's policies and procedures
- To contribute to the provision of an effective environment for learning
- To support the promotion of positive relationships with parents and outside agencies
- To support and encourage the Trust's ethos and its objectives, policies and procedures.
- To uphold the Trust's policy in respect of child protection and safeguarding matters
- To undertake any other duties reasonably requested by the CEO/Executive Headteacher.

**Note:** In addition other duties at no higher level of responsibility may be interchanged with / added to this list as required

**Agreed by: Chief Executive Officer**