JOB DESCRIPTION

Job Title: Receptionist
Job No: ALH00011
Grade: GR2
Division: SCHOOLS
No of Posts: 1
Section: AL-HIJRAH

1.0 JOB PURPOSE:

1.1 To be responsible for the provision of a professional and efficient reception and administrative support service to the school. To operate with the utmost professionalism and be the first point of contact for all visitors to the school.

2.0 DUTIES AND RESPONSIBILITIES:

2.1 Provide a welcoming reception to all parents, employees, pupils and other visitors and ensure all visitors are recorded onto the school site using the automated entry system. Responsible for ensuring all visitors to the school site have the relevant DBS clearance.

2.2 Ensure that the relevant employee is advised once the visitor arrives and ensure safe access to the school site accompanied where necessary.

2.3 Ensure that the meeting room is booked where necessary for meetings with parents and refreshments provided.

2.4 Handle telephone calls in a professional manner and ensure all messages are recorded and passed to the relevant employee or SLT in school.

2.5 Assist within the office with production of letters and other documentation

2.6 Responsible for sorting incoming mail for delivery to appropriate staff

2.7 Responsible for recording, stamping/franking and posting outgoing mail

2.8 Undertake other administrative duties:
   1. routine word processing
   2. Photocopying
   3. Emailing/faxing/texting parents
   4. Reconciliation of stationary supplies
   5. Maintenance of filing system/s
   6. Assist with cash counting
   7. Preparation of information for educational visits
   8. Liaison with Site Staff

2.9 Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.

2.10 To ensure all tasks are carried out with due regard to Health and Safety

2.11 To undertake appropriate professional development including adhering to the principle of performance management.

2.12 To adhere to the ethos of the school
   2.12.1 To promote the agreed vision and aims of the school
   2.12.2 To set an example of personal integrity and professionalism
   2.12.3 Attendance at appropriate staff meetings and parents evenings

2.13 Any other duties as commensurate within the grade in order to ensure the smooth running of the school
3.0 **SUPERVISION RECEIVED:**

3.1 Supervising Officer’s Job Title: Student Data & Exam Manager

3.2 **LEVEL OF SUPERVISION**

1. Regularly supervised with work checked by supervisor

4.0 **SUPERVISION GIVEN:** (excludes those who are indirectly supervised ie through others)

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<th>Post Title</th>
<th>Grade</th>
<th>No of Posts</th>
<th>Level of Supervision (as in 3.2 above)</th>
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5. **SPECIAL CONDITIONS**

This position is based on a Term Time Only contract and there may be a requirement to work additional days during school holidays but this will be agreed in advance with you. Your pay will be adjusted accordingly when you work.

6. **HEALTH & SAFETY**

In accordance with the School’s Health & Safety Policy the post holder is responsible for ensuring compliance with the health & safety in their working environment.

7. **OTHER**

- To ensure all tasks are carried out with due regard to Health and Safety
- To undertake appropriate professional development including adhering to the principle of performance management.
- To promote the agreed vision and aims of the school
- To set an example of personal integrity and professionalism
- Attendance as appropriate at staff meetings
- Cover reception during parent evenings
### PERSON SPECIFICATION

**Job Title:** Receptionist  
**Job No:** ALH00011  
**Grade:** GR2  
**Division:** SCHOOLS  
**No of Post:** 1  
**Section:** AL-HIJRAH

**Method of Assessment (M.O.A.)**

A.F. = Application Form;  
I = Interview;  
T = Test or Exercise;  
P = Presentation

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<th>ESSENTIAL</th>
<th>M.O.A.</th>
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| **EXPERIENCE**  
(Relative work and other experience) | Experience of working in a busy administration/school environment | AF/I |
| | Experience of telephone work | AF/I |
| | Experience of word processing and typing experience | AF/I/T |
| | Experience of Microsoft Word package | AF/I/T |
| | Experience of reception work | AF/I |
| | Experience of working in a customer service environment | AF/I |
| **SKILLS AND ABILITIES**  
(Eg Written communication skills, dealing with the public) | Able to speak Arabic/Urdu | AF/I |
| | Able to communicate effectively and accurately both verbally and in writing | AF/I |
| | Able to communicate in a clear and concise manner both on the telephone and face to face | AF/I |
| | Ability to write clear letters and other communications | AF/I |
| | Ability to complete work to the required standards of accuracy and presentation | AF/I |
| | Able to follow set procedures | AF/I |
| | Ability to develop and maintain effective working relationships with a wide range of people | AF/I |
| | Ability to work on own initiative with minimum supervision | AF/I |
| | Knowledge of standard office procedures | AF/I |
| | Knowledge of standard office equipment & usage | AF/I |
| | Able to work to tight deadlines | AF/I |
| **TRAINING** | Willing to undertake job related training | AF/I |
| **EDUCATION/QUALIFICATIONS**  
NB Full regard must be paid to overseas qualifications | A* - C in GCSE English or equivalent | AF/I |
| | An intermediate or above qualification in word processing/typing skills | AF/I |
| **OTHER** | **CONTRA INDICATION** | Inability to deal with parents, pupils and employees in an efficient and professional manner |