

Job Description

Position Title	Receptionist		
Location	Ellen Tinkham School		
Reporting to	Senior Leadership		
Position Number(s)			
Grade	C		
Directorate/Section/School			
Effective date of JD	June 2017	JE Job Number	383

Job Purpose including main duties and responsibilities:

1. To provide front-line reception duties for visitors and callers to the school and be the first point of contact for incoming telephone calls.
2. Deal with general staff queries.
3. To provide general administrative support to the Admin Office Team.
4. In this busy post, the incumbent may have to manage multiple tasks and changing priorities, but this will be with the support of Senior Leaders to prevent incidences of high workload and conflicting priorities.

Main duties and responsibilities:

Provide Reception duties and administrative support to the Admin Office Team, to include:

- Answering queries from, welcoming and advising parents/carers, visitors and contractors to the school;
- Answering the telephone to callers and provide a full switchboard service to the school community;
- Professionally and sensitively dealing with all visitors, callers and any issues which may arise; these may be referred to the Senior Leadership team for help in resolving sensitive or complex issues;
- Deal with general staff queries and signpost them to the correct person and/or department;
- General admin duties to support the admin office team;
- Manage the booking of meeting rooms;
- Confident in using Microsoft packages and school databases such as Bromcom;
- Co-ordinate incoming and outgoing post and deliveries for the school;
- Other admin support as may be required by the Senior Leadership Team.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Experience	<ul style="list-style-type: none"> ◦ Experience of working in a busy and pressurised office environment 	<ul style="list-style-type: none"> ◦ Working knowledge of Bromcom 	<ul style="list-style-type: none"> ◦ Application Form/ Demonstrate knowledge at Interview
Practical Skills	<ul style="list-style-type: none"> ◦ Experience of communicating with different people and departments, problem solving, multi-tasking, excellent computer skills and telephone skills. 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Application Form
Communication	<ul style="list-style-type: none"> ◦ Excellent communication skills required to represent the school 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Application Form
Technology / IT Skills/	<ul style="list-style-type: none"> ◦ Good working knowledge of MS Office applications- Excel, Access, Word, Outlook 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Interview Test
Education and Training	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Good educational background including literacy and numeracy 	<ul style="list-style-type: none"> ◦ Application Form
Personal Qualities	<ul style="list-style-type: none"> ◦ Confident, unflappable and able to work on own initiative as well as in a team 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Application Form
Equal Opportunities	<ul style="list-style-type: none"> ◦ Devon County Council and it's staff have a Statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ Demonstrate knowledge at Interview
Physical	<ul style="list-style-type: none"> ◦ Able to carry out the duties of the post with reasonable adjustments where necessary 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦ OH1
Other relevant factors	<ul style="list-style-type: none"> ◦ Commit and conform to DCC Customer Service Standards 	<ul style="list-style-type: none"> ◦ 	<ul style="list-style-type: none"> ◦