



### Your Academy...Your Future

<b>Post Title</b>	Receptionist
<b>Purpose</b>	To provide general clerical and administrative support to ensure an effective and efficient service is provided to the Academy.
<b>Responsible to</b>	Office Manager
<b>Responsible for</b>	General administration
<b>Contract Type</b>	Full Time/Term Time Only 6 Months Fixed Term Contract
<b>School Type</b>	The Academy is a publicly funded independent secondary school for pupils aged 11 to 16.
<b>Grade</b>	Band C (Scale 3-4)
<b>Disclosure Level</b>	Enhanced
<b>Expectations</b>	<p><b><u>There is an expectation that all adults who work at Castle View Enterprise Academy will:</u></b></p> <ul style="list-style-type: none"> <li>• Create opportunities to support the Academy vision.</li> <li>• Have respect and care for students and all other adults.</li> <li>• Set the highest possible standards through the way in which we behave, talk to each other and strive for excellence in all that we do.</li> <li>• Support the Academy uniform policy for students and echo this through professional and business-like mode of dress.</li> <li>• Contribute to the Academy enrichment programme.</li> </ul>

<b>Duties &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• Taking messages, answering enquiries and providing information from/to parents/carers and other members of the public and general reception duties.</li> <li>• Maintaining a high level of incoming and outgoing phone calls, and directing them to the appropriate personnel.</li> <li>• Greeting visitors and informing the appropriate people on their arrival, ensuring you are keeping within the safeguarding guidelines</li> <li>• Collecting, recording and keeping up-to-date manual and computerised records to ensure a high level of accuracy is maintained and data and reports are produced as and when required.</li> <li>• Liaising with staff, parents and external bodies via telephone or in person to</li> </ul>
--------------------------------------	---

	<p>meet the requirements of the Academy.</p> <ul style="list-style-type: none"> <li>• Undertaking typing, composing own work, e.g. memos, letters, etc... and / or undertaking arithmetic calculations ensuring that all information produced is accurate.</li> <li>• Assisting with the ordering and distribution of the school uniform, taking payment for goods bought by parents/carers and students.</li> <li>• Assisting with keeping accurate records of stock up to date and the uniform room tidy.</li> <li>• Assisting with mail shots as and when required.</li> <li>• Incoming post distribution on a daily basis.</li> <li>• Looking after the visitor sign in procedure.</li> <li>• Order and receipt of goods/parcels.</li> <li>• Maintaining a record of students that are late handing out appropriate information/letters.</li> <li>• To provide administrative support in organising meetings and updating office systems and diaries.</li> <li>• Entering data onto academy MIS systems (Integris etc.).</li> <li>• To work under the direct supervision of the Office Manager.</li> <li>• Such other responsibilities allocated which are appropriate to the grade of the post.</li> <li>• Carry out other reasonable tasks from time to time as directed by the Principal</li> </ul> <p><b>General Administration</b></p> <ul style="list-style-type: none"> <li>• Taking messages, answering enquiries and providing information (including from / to parents and other members of the public); and general reception duties.</li> <li>• Administration Support for the Senior Leadership Team</li> <li>• Supporting the Cashless Catering system and associated daily tasks</li> <li>• Parent Reach and MyEd Systems</li> <li>• Supporting with Exam Administration</li> <li>• Reception cover over lunch times and busy periods.</li> <li>• To provide administrative support in organising and minuting meetings and updating office systems and diaries.</li> <li>• Organising and completing reprographics materials for the office and teaching staff in conjunction with the Examinations and Data Manager.</li> </ul>
<b>General Requirements</b>	<ul style="list-style-type: none"> <li>• Attending and participating in training and development courses as required.</li> <li>• Attending meetings, liaising and communicating with colleagues in the Academy.</li> <li>• Being an effective role model for the standards of behaviour expected from students.</li> <li>• Having due regard to confidentiality, child protection procedures, health and safety, other statutory requirements and the policies of the Governing Body.</li> </ul>
<b>Professional Values &amp; Practises</b>	<ul style="list-style-type: none"> <li>• Having high expectations of all students; respecting their social, cultural, linguistic, religious and ethnic backgrounds and being committed to raising their educational achievement.</li> <li>• Treating students consistently with respect and consideration and being concerned with their development as learners.</li> <li>• In line with the Academy's policy and procedures, using behaviour management strategies which contribute to a purposeful learning environment.</li> <li>• Working collaboratively with colleagues as part of a professional team and carrying out roles effectively. Knowing when to seek help and advice from</li> </ul>

	colleagues. • Reflecting upon and seeking to improve personal practise. • Working within Academy policies and procedures and being aware of legislation relevant to personal role and responsibility in the Academy. • Recognising equal opportunities issues as they arise in the Academy and responding effectively following the Academy's policies and procedures. • Building and maintaining successful relationships with students, parents / carers and staff.
--	---

### Person Specification

CRITERIA	ESSENTIAL = E DESIRABLE =D
<b>Education Qualifications</b>	
4 GCSE's (A-C) or equivalent including English Language/Literature and Maths.	E
<b>Experience</b>	
Working with Microsoft Office software.	E
Typing letters, reports, etc...	E
Working in a busy and changing environment.	E
Working to given deadlines.	E
Working in a school environment.	D
Handling work of a confidential nature.	D
<b>Professional Skills &amp; Knowledge</b>	
Excellent communication skills – written and verbal.	E
Good numeracy skills.	E
Ability to work with others and in a team.	E
A good telephone manner and PR skills.	E
Knowledge of Integris systems.	D
<b>Personal Skills &amp; Attributes</b>	
Excellent organisational skills.	E
Ability to prioritise work and meet deadlines.	E
Attention to detail.	E
Flexible approach to working.	E
Ability to work under pressure.	E
Good health and attendance record.	E