

Melbourn Village College

Job Description

Receptionist

Monday – Friday, 10.00am – 4.00pm (1/2 hour lunch) –
27 ½ hours per week - term time only

Points 12 – 14

Role is temporary until Easter 2019, in the first instance

Main work base: Melbourn Village College

Position reports to: PA to Principal

Role Purpose

The main purpose of the Receptionist is to be the first point of contact with parents and outside agencies, both face to face and over the telephone. There will also be a small amount of general administration support to ensure the smooth running of the school.

Key Responsibilities and Accountabilities

- Greet and welcome guests as they arrive at the college
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure Reception area is tidy and presentable
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the Reception desk (monitor signing in book and issue visitor badges)
- Small amount of administrative support to the college
- First Aid – trained, or willing to be trained
- To carry out such other duties and responsibilities as may be agreed with the Principal and any other duties which are within the scope and spirit of the job purpose, the title of the post and its grading.

Personal Specification

- Knowledge and experience of ICT packages such as Microsoft Word, Excel.
- Experience of working in an educational establishment would be desirable.
- Effective planning and organisational skills.
- Good written and verbal communication skills
- Ability to prioritise workload and meet agreed deadlines.
- Ability to communicate and work with colleagues within the school and across the Trust.
- To be reliable and trustworthy and to retain and administer confidential information

This job description is not a comprehensive definition of the post. It will be reviewed at regular intervals and may be subject to modification or amendment at any time, after consultation.

All staff participate in the college's performance management scheme.

**Melbourn Village College: Receptionist
PERSON SPECIFICATION**

Essential	Desirable
<ul style="list-style-type: none"> • Educated to at least GCSE grade C standard or equivalent in English and mathematics • Experience of working in a busy office environment. • First aid qualification or willingness to gain one 	<ul style="list-style-type: none"> • Experience of working in a school or similar establishment
<p>Knowledge and skills</p> <ul style="list-style-type: none"> • Ability to build and form good relationships with students and colleagues • Ability to work constructively as part of a team, understanding school roles and responsibilities • Good verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and visitors/callers • Good standard of numeracy and literacy skills • Ability to use basic ICT software packages, equipment and other resources effectively 	
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Able to follow direction from line manager • Initiative and ability to work when under pressure • Ability to work flexibly and respond to unplanned situations • Able to appropriately deal with confidential information • Desire to enhance and develop skills and knowledge through CPD • Commitment to the highest standards of child protection and safeguarding • Commitment to the college's ethos, aims and its whole community • Positive and friendly personality 	

Essential	Desirable
<ul style="list-style-type: none"><li data-bbox="197 192 775 226">• A good standard of personal presentation<li data-bbox="197 259 767 327">• Ability to promote a positive image of the college to the visitors<li data-bbox="197 360 603 394">• Excellent time-keeping skills	