

# JOB DESCRIPTION

## RECEPTIONIST

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|------------------------|--|
| <b>Reports to</b>      | Administration Manager                                 |
| <b>Responsible for</b> | n/a  |
| <b>Hours</b>           | 37.5 hours per week – Monday to Friday 8:30am - 5.00pm |
| <b>Annual Leave</b>    | 25 days paid leave plus bank holidays                  |

### Job overview

To be the first point of contact for visitors and staff and offer an effective and friendly front of house service as well as providing Trust-wide administrative support and break time assistance within Jigsaw School.

### Main duties and responsibilities

- Undertake reception duties including answering the telephone, welcoming and greeting visitors and ensuring they are correctly checked in; providing them with refreshments and managing face-to-face enquiries
- Maintain the School and JigsawPlus calendars/diaries including coordinating the bookings for meeting rooms
- Support the operation of learner transitions upon arrival and departure, liaising with staff and transport providers to ensure learners transition safely in and out of services
- Check pupil/learner attendance and appropriately record the information on Jigsaw's internal system
- Ensure staff common areas such as the Staff Room, Kitchen and Meeting Rooms are tidy, and maintaining the communication boards around the school to ensure information is visible and up-to-date.
- Provide school break and lunch support by cleaning, refilling and distributing crockery, cutlery and water jugs (loading and unloading dishwashers as needed) and preparing and tidying lunch and break areas.
- Collect pupil lunches from the on-site café and distribute within school.
- Manage the School and JigsawPlus 'Reception' inboxes, responding to/forwarding emails to relevant staff, as appropriate
- Coordinate incoming and outgoing post and deliveries
- Provide administrative support to staff and the senior management team to include photocopying, filing, making phone calls and preparing packs for events as required.
- Assist with the new starter and leaver process, including organising equipment for new starters to include access fobs, uniform, lockers, keys and car badges
- Order stationery and supplies for the administration team and common staff areas
- Maintain the petty cash for JigsawPlus and ensure data is accurately captured
- As a trained first aider, provide first point of contact for staff members in need of medical support.
- As one of a team of trained fire wardens, carry out relevant tasks in the event of a drill or real emergency
- Undertake any other tasks which can be reasonably expected in relation to the role

## PERSON SPECIFICATION

### Knowledge, skills and experience

- Experience of working in a front-facing customer service role
- Educated to GCSE (or equivalent) with a minimum grade C/4 in Maths & English
- First Aid trained or happy to undertake First Aid training
- A competent user of the Microsoft Office suite (Outlook in particular)
- A warm, courteous and professional demeanour and telephone manner
- Good communication skills both verbal and written
- Excellent organisational skills
- A team player with good problem solving skills

### Personal qualities

#### Achieving results

- Distinguishes between critical and irrelevant pieces of information
- Gathers information from a variety of sources to reach a conclusion, complete a task
- Promptly and efficiently completes work assignments
- Tailors communication (e.g. content, style and medium) to diverse audiences
- Displays a positive attitude in the face of ambiguity and change
- Organises the use of resources to meet expectations and identifies difficulties
- Initiates collaboration with others and spontaneously assists others in the delivery of their work
- Contributes positively to the team
- Shares all relevant information with others and seeks others' input

#### Building relationships

- Responds to and anticipates others' needs in a timely, professional, helpful and courteous manner, regardless of others' attitude
- Strives to consistently meet service standards
- Listens actively, considers people's concerns and adjusts own behaviour in a helpful manner
- Maintains continuous, open and consistent communication with others
- Understands and uses the Organisation's structures, rules and networks
- Knows and respects the Organisation's Code of Conduct and values

#### Planning for the future

- Takes advantage of learning opportunities provided (e.g. courses, feedback from supervisor or peers) to meet requirements of current job
- Is able to explain how own work relates to the work of the Organisation
- Fosters two-way trust in dealing with contacts (e.g. maintains appropriate confidentiality regarding sensitive information)

## THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK

**We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all staff and volunteers to share this commitment**

**Caring   Person-Centred   Continuous Learning   Integrity   Teamwork**