



Receptionist



EXCELLENCE IN LEARNING



Osprey Learning Trust

Receptionist

Osprey Learning Trust is seeking to appoint a Receptionist. The post holder will be responsible for liaising with stakeholders, often being the first person a parent or visitor sees, the first voice they hear over the telephone or the first message they receive via email. It is important that the post holder therefore conducts themselves in a professional and knowledgeable manner to give parents and visitors to the School a good first impression.

Being responsible to the Office Manager, the post holder will contribute towards safeguarding by providing:

- ✦ An accurate record of people on site
- ✦ Handling confidential correspondence with discretion
- ✦ An initial point of contact for the school

The successful candidate will:

- ✦ Be an excellent communicator, both written and verbally
- ✦ Be highly organised
- ✦ Be approachable and empathetic

Osprey Learning Trust is a wonderful place to work and is full of staff who are dedicated to improving the life chances of every pupil that attends its 5 schools. We work closely with all schools within the Osprey Learning Trust and are part of a wider family who all believe passionately in Excellence in Learning.

Our vision is to provide **EXCELLENCE IN LEARNING** for all schools within the trust. This is achieved:

- ✦ through purposeful **COLLABORATION**
- ✦ by having aspirational **CURRICULUMS**
- ✦ from being at the heart of its **COMMUNITY**

If you share these visions then we very much welcome your application for this post.

For further information please contact Joab.Forte@teignmouth.devon.sch.uk. Applications forms to be submitted by 12 noon on Monday 3rd August 2020. Interviews to be held on the W/C 3rd August 2020.

Job Description

Job Title:	Receptionist
Location:	Exeter Road
Responsible to:	Office Manager
Salary:	NJC Grade B (2-3)
Contract:	Permanent
Job Reference Number:	ERRec01

Key Purpose of Job

- ✦ To provide a high-quality reception service, acting as the first point of contact for the school, welcoming visitors and directing them as appropriate, managing telephone calls and queries, redirecting as appropriate and maintaining high degrees of confidentiality at all times.
- ✦ To provide general administrative support when required for whole school activities and events.

Liaising with:

- ✦ Office manager
- ✦ Reception Team

Main Duties:

The Receptionist will:

- ✦ Welcome visitors in a professional and hospitable manner, either by telephone or in person ensuring that signing-in and safeguarding procedures are followed.
- ✦ Arrange distribution and despatch of all incoming and outgoing mail.
- ✦ Liaise as necessary with the caretaking team for the collection and distribution of parcels / bulk deliveries.

- ✦ Receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required.
- ✦ Provide administrative and secretarial support in such areas as word-processing, correspondence, letters, updating information, photocopying, and filing.
- ✦ Any other duties that may be allocated from time to time which are commensurate with the overall level of the post.

Person Specification

Area	Job Requirements	Essential/ Desirable	Evidence
Qualifications	✦ Good standard of general education including. English and Maths	Essential	A / C
Experience/ Knowledge	✦ Experience of working successfully and cooperating as a member of a team	Essential	A / I
	✦ Experience of undertaking a range of administrative tasks	Desirable	A / I
	✦ Experience of working in an Office	Desirable	A / I
	✦ Proficient in the use of mail merge	Desirable	A / I
	✦ Understanding of keeping Children Safe in Education and the wider safeguarding agenda.	Desirable	A / I
Skills	✦ Be ICT literate and able to use Microsoft Office packages with confidence	Essential	A / I
	✦ Proficient in using the internet and e-mail	Essential	A / I
	✦ Able to deal with regular interruptions	Essential	A / I
	✦ Strong communication skills in written and verbal formats	Essential	A / I
	✦ Establish and develop appropriate relationships	Essential	A / I
	✦ Produce accurate work	Essential	A / I
	✦ Ability to work with minimal supervision and to act on own initiative	Essential	A / I
	✦ Good organisational skills including the ability to prioritise	Essential	A / I
Other Conditions	✦ Punctual	Essential	A / I / R
	✦ Approachable and empathetic	Essential	A / I
	✦ Smartly presented	Essential	I

Key to Evidence:

A – Application

C – Certificates

I – Interview

R – References