



ST JOHN'S  
BEAUMONT

## Receptionist Job information pack

*St John's Beaumont is committed to ensuring the safety of its pupils and as such any successful candidate will be subject to an enhanced check by the (DBS) Disclosure and Barring Service.*

[www.sjb.community](http://www.sjb.community)



## ST JOHN'S BEAUMONT

### **JOB DESCRIPTION**

Hours of work from 9am – 6pm

Term time only (approx. 36 weeks per year)

#### **RECEPTIONIST**

- Management of the school barrier to allow visitors and deliveries to school.
- Receiving and welcoming visitors to the school, ensuring appropriate signing in procedures are followed and arranging for their onward movement if necessary.
- Signing in and out of staff and pupils
- Book and prepare meeting rooms for staff and their visitors.
- Coordination of out of hours, holiday, emergency number and trips hotline (for trips returning afternoon/evening).
- Booking of taxis for pupils, staff and visitors.
- Contacting parents on behalf of staff.
- To be responsible for delivering professional and comprehensive reception services and ensure the smooth functioning of the schools reception.
- To represent the school in a professional manner to all external callers, parents, pupils and staff by offering helpful, friendly and approachable service even at busy periods.
- To answer incoming calls as quickly as possible and to assist with enquiries where possible. To refer callers to the most appropriate member of staff where it is not possible to help them directly. To ensure that repeated calls, which have not been responded to, are escalated to the appropriate member of staff.
- To monitor and respond to email communication to a number of generic email addresses, and pass on enquiries to the most appropriate member of staff in a timely fashion.
- To be mindful of the schools child protection policy and procedures. This includes ensuring that the school holds the relevant DBS details for visitors and that visitors are aware of our policies and procedures.
- To manage incoming deliveries to the school and ensure they are processed by the Site Team.
- To process the schools incoming and outgoing post, ensuring that post is distributed / dispatched in good time.

#### **ADMINISTRATOR DUTIES**

- Assist teachers with school trips and events when required.
- School Events – co-ordinate responses and action any requests regarding the various events that take place throughout the academic year. Including parking, tickets and catering
- Maintain school screens – There are external, internal displays and staff room displays – notices include Boys Birthdays, Historic dates, Staff Notices and Calendar

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- reminders.
- Co-ordinate the school vehicle bookings and school bus service
- Print fire registers
- Have a good knowledge of the School Database in order to access student data (training will be provided)
- To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, and to ensure that any concerns are reported to the appropriate person.
- To contribute to the development of the schools Jesuit ethos.
- To support the Schools Mission Statement.
- To be aware of and support difference and ensure equal opportunities for all.
- Participate in training and other learning activities and performance development as required.

**PERSON SPECIFICATION**

	ESSENTIAL	DESIRABLE
EDUCATION/QUALIFICATIONS	<ul style="list-style-type: none"> <li>• A minimum of GCSE or equivalent with Maths and English minimum level C</li> </ul>	Relevant secretarial qualifications  Relevant Further Education qualification
EXPERIENCE	<ul style="list-style-type: none"> <li>• Working within a fast paced and confidential environment</li> </ul>	Experience of working in a school/education environment  Experience in a customer service background
	<ul style="list-style-type: none"> <li>• Excellent Microsoft Office experience</li> <li>• Confident in the use of ICT to supportive effective office systems.</li> <li>• Able to work independently and with initiative</li> <li>• Ability to see jobs through from start to finish in an organised and timely manner</li> <li>• To be discreet and adhere to confidentiality</li> <li>• To have excellent interpersonal skills</li> <li>• Excellent telephone manner</li> <li>• Excellent time management skills</li> <li>• To actively support the academic life of the school through effective administration</li> <li>• To be an excellent communicator,</li> </ul>	Knowledge of School Base or SIMS (Database management system)

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	orally and in writing with boys, parents and other staff	
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• To have a sense of humour and an upbeat personality</li> <li>• To be self-motivated and confident</li> <li>• To be flexible, resilient and well organised</li> <li>• To have a caring and compassionate nature</li> <li>• An ability and interest in dealing with children and families from different cultures</li> <li>• To be a team player</li> </ul>	Enthusiasm and willingness to undertake training in relevant areas.

All of the above descriptions will be assessed through close scrutiny of each applicant's Application Form, individual references and throughout the interview process.

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