



# Job Description

**Job Title:** Student Information Desk Receptionist

**Reporting to:** PA to Principal/Office Manager

**Grade:** 2

## **Overall purpose of the post:**

To provide an effective and student-friendly first point of contact for students on all matters relating to academy life.

To provide a friendly and efficient reception service for the academy.

## **Main Duties and Responsibilities:**

- Act as a first contact for student services and signpost enquirers to appropriate support, providing a professional and effective reception provision and demonstrating excellent customer service skills when acting as the first point of contact for students;
- Maintain and update student records as appropriate;
- Assist students and other members of the academy community to access student support services;
- Provide general administrative support as required;
- Check and process student records, including data validation, input and filing;
- Meeting arrangements, minuting of meetings and the monitoring of action points arising from the meetings;
- Administration and co-ordination of student bus travel, including bus travel following after academy activities and bus fares;
- Answer incoming calls to the academy and greet and deal with visitors;
- Ensure all visitors to the academy are recorded and have completed the relevant signing-in process, issuing visitors with the relevant lanyard to ensure that safeguarding procedures are met;
- Administer medication within the policy;
- Be a First Aider;
- Provide radio contact for the SLT team via two-way radio;
- Contact the Emergency Services as directed during any emergency;
- Collate and store all lost or confiscated property;
- Maintain records of students leaving and arriving at the academy;

- Co-ordinate uniform events and additional uniform stock.

### **Additional Responsibilities**

- Deal with any immediate problems or emergencies according to the academy's policies and procedures;
- Respect confidential issues linked to home/students/teacher/academy work following the Trust's Data Protection and Freedom of Information Policy;
- Fire Marshall duties in the case of fire and/or emergency evacuation where applicable;
- To comply with the academy's Child Safeguarding Procedures, including regular liaison with the academy's Designated Child Safeguarding Person over any safeguarding issues or concerns;
- To comply with the academy policies and procedures at all times;
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

### **Personal Contacts**

**External:** Contractors, suppliers, parents and external agency professionals.

**Internal:** Students, staff, Governors, parents and any other visitors to the academy.

This job description may be subject to change, following consultation between the post holder and the academy.