



JOB DESCRIPTION	
Job Title	Receptionist
Department	City of London School
Grade	B
Responsible to	Head's Executive Assistant

Purpose of the Post

To act as first point of contact for visitors and callers to the City of London School and to undertake a wide range of other administrative tasks as and when required.

Main Duties & Responsibilities

Reception

- Operating the School switchboard and absentee line.
- Greeting, registering, and welcoming visitors at Reception.
- Issuing access control electronic smart cards and managing the replacement programme. To include taking/issuing payments/payment requests.
- Keeping a record of staff, visitors and contractors signing in and out of the building.
- Operating access control for monitored, automated external entrances/gates, exercising appropriate security procedure and practice.
- Ensuring that the Reception area is kept tidy and projects a professional image of the School.
- Attending and managing a timetable for attendance of facilities staff security training with the City of London Corporation.
- In the event of a fire and/or any other emergency complying with the School procedures.

- In the event where staff and pupils need to leave the building, to be responsible for ensuring that registration pupil sheets are printed and taken to the outside meeting points.
- Daily administration of the Lates' system for pupils.
- Ensuring pupils sign in and out when entering and leaving the building when necessary.
- Checking and signing for deliveries at Reception.
- Managing School vehicles bookings and minibus tests for staff.
- Managing the mobile phone bookings for teaching staff and ensuring all phones are fully charged and topped up with sufficient credit.
- Arranging for collection of deliveries from vehicle access points.
- To manage the sale of tickets for concerts/plays etc, including recording of sales and collection of monies.
- Managing access to visitors' WCs.

Administration

There will be a wide range of administrative duties that will be undertaken by the Receptionist as directed by the Head's EA, Senior Management Team, Admissions Registrar and Heads of Departments including:

- Providing first line support to the Admissions Department for telephone and email enquiries at busy times in the Admissions process/cycle.
- Pupil register duties, ensuring that the School Management Information System has up to date pupil information/data.
- Producing and distributing the weekly School Comms to staff and parents via email.
- Producing the assembly weekly timetable.
- Confirming results to pupils on the exam results days in August.
- Managing School mail outs, including printing labels, preparing, and stuffing envelopes.
- Making up prospectuses for the Admissions department and setting up for PPM afternoons.
- Typing letters and reports.
- Photocopying and filing.
- Supporting the School Marketing and Communications function by providing a central point for gathering and disseminating social media content.

General

1. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
2. The post holder's responsibility for safeguarding and promoting the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, s/he must report any concerns to the Senior Deputy.
3. To comply with the City of London Financial Regulations and properly monitor and report budget outturn positions regularly as required, including alerting the Line Manager and Chamberlains representative of any significant budget variance in a timely manner and taking appropriate corrective action.
4. To undertake any other duties that may reasonably be requested appropriate to the grade.
5. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity to the duties of the post.

Revision of Job Description

According to the development and requirements of the School, Job Descriptions will need to be revised and updated periodically, after consultation with the Jobholder.

Signed: _____

Date: _____



PERSON SPECIFICATION	
Job Title	Receptionist
Department	City of London School
Grade	B
Trent Position Number	61C/0004/004

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

Professional Qualifications / Relevant Education & Training

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Experience Required

- Previous experience of working in an administrative/reception/switchboard role. (A/I)
- Previous experience of dealing with customers either face to face or on the telephone. (A/I)

Technical Skills & Knowledge

- Computer literate with a good knowledge of Microsoft Office, particularly with Word and Outlook. (T)
- Excellent communication skills both face to face and over the telephone. (A/I)
- Courteous, diplomatic, and professional telephone manner. (A/I)
- Ability to convey information orally and in writing clearly and concisely. (A/I)

Other Relevant Information

- It would be desirable if the successful candidate was competent in using MITEL superset switchboards software and iSAMS.
- Annual leave must be taken during school holidays due to the demand of the role during term-time and subject to approval by the Line Manager.
- Smart professional appearance, as the Schools first point of contact, on occasions you will be interacting and welcoming high-profile guests and attendees to formal events.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.