

Job Description

Part Time Receptionist

Job Description: Part Time Receptionist - term time

Status and Hours: 25 hours per week, 5 afternoons, 1300-1800.

Responsible to: Business Manager

Purpose of job:

To deliver a warm, friendly and professional welcome to the school and act as a key point for information and support to visitors and parents. Provide a full and extensive professional front desk information and reception service to all learners, parents, staff, visitors and guests to the School. To provide the first point of contact for visitors and users of the School whether on the phone, in person or electronically.

Ethos

To make an effective contribution towards meeting the aims of Hamilton College and upholding its ethos.

A Main Duties

Duties and Responsibilities:

1. Greet parents, pupils, staff and visitors with a friendly, positive, helpful attitude.
2. Interact politely and professionally establishing high levels of customer service at all times.
3. Answering the phone in a polite and professional manner.
4. Screen and directing phone calls.
5. Forward communications by email.
6. Help maintain security by issuing, checking and collecting badges as necessary and electronic signing-in system.
7. Assisting colleagues with a variety of administrative tasks.
8. Reserving transport and supporting educational visits.
9. Co-ordinate SQA exam sign and out for learners and invigilators.
10. Reserving classrooms etc. on room booker.
11. Sorting and distributing mail. Posting mail.
12. Monitor email boxes and re-directing emails to the appropriate person.
13. Managing group and clubs' entry to the school ensuring appropriate security procedures are followed.
14. Provide First Aid when required (First Aid training will be given).

Other Responsibilities

1. Efficient management of reception and foyer area.
2. Maintaining reception, foyer, fixtures and fittings to a high standard including Health and Safety requirements.
3. Arrange for refreshments when necessary.
4. Keeping basic office supplies accessible to parents and visitors when necessary.
5. Representing the school with a positive attitude and professional appearance.

Quality Assurance

1. To participate in the systematic self-evaluation of quality improvement as required by the Senior Leadership Team.

Accountability

1. To be accountable to and responsible for the performance of the main duties and objectives, reporting to the Business Manager as required.
2. To undertake all responsibilities whilst being mindful of the importance of security, data protection and, most importantly, the protection of children.
3. To ensure compliance with software licensing and copyright law and internal policies and procedures.

Responsiveness

To contribute to school improvement groups and projects and undertake any other duties reasonably required by the SLT.

B. Specific Objectives

Health and Safety

To take all reasonable steps to exercise a duty of care and ensure the safety and welfare of pupils and staff.

College Profile

To promote a positive, high profile for the College with pupils, staff, and visitors.

Professional Review

To undertake a programme of professional development as agreed with your line manager and the Senior Leadership Team.

Resources

To make effective use of the accommodation, resources and facilities.

Confidentiality

To adhere to GDPR and Data Protection Regulations, whilst maintaining confidentiality.

Safeguarding

Hamilton College is committed to safeguarding and promoting the welfare of learners. We expect all staff to share this commitment and to undergo appropriate checks, including an update PVG check.