

## **Receptionist**

### **Job Description**

**Grade: GR2** - *Subject to Job Evaluation*

1. **Job Purpose**

- 1.1 To act as Receptionist in the school office, by providing support for a range of office functions

2. **Key Responsibilities**

- 2.1 Providing reception and switchboard support to the school  
2.2 Providing clerical support to the school's administrative function  
2.3 Receiving, signing in and dealing with or directing pupils, parents and other school visitors as appropriate  
2.4 Taking telephone calls and delivering messages as appropriate  
2.5 Ensuring that attendance registers are collated each morning and afternoon, for use by teaching staff  
2.6 Receiving and sorting incoming mail for delivery to appropriate staff  
2.7 Recording, stamping/franking and posting outgoing mail  
2.8 Occasional routine word processing, as and when required  
2.9 Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.  
2.10 To ensure all tasks are carried out with due regard to Health and Safety  
2.11 To undertake appropriate professional development including adhering to the principle of performance management.  
2.12 To adhere to the ethos of the school  
2.12.1 To promote the agreed vision and aims of the school  
2.12.2 To set an example of personal integrity and professionalism  
2.12.3 Attendance at appropriate staff meetings and parents evenings  
2.13 Any other duties as commensurate within the grade in order to ensure the smooth running of the school

3. **Supervision Received**

- 3.1 Supervising Officer's Job Title:  
3.2 Level of supervision:  
1. Regularly supervised with work checked by supervisor  
2. ~~Left to work within establishment guidelines subject to scrutiny by supervisor~~  
3. ~~Plan own work to ensure the meeting of defined objectives~~

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others)

Post Title	Grade	No of Posts	Level of Supervision (as in 3.2 above)

5. **Special Conditions**

5.1 None

### Person Specification

#### Method of Assessment (MOA)

AF Application Form	C Certificate	I Interview	T Test or Exercise	P Presentation
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Criteria	Essential	MOA
<b>Education/Qualifications</b> NB: Full regard must be paid to overseas qualifications.	A* - C in GCSE English or equivalent  An intermediate or above qualification in word processing/typing skills	AF/C  AF/C
<b>Experience</b> Relevant work and other experience	Experience in a general administration environment  Typing experience  Experience of Microsoft Word package  Experience of using database applications  Experience of reception work	AF/I  AF/I  AF/I  AF/I  AF/I
<b>Skills &amp; Ability</b> e.g. written communication skills, dealing with the public etc.	<b>*Delete if not applicable</b> *An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by <b>Part 7 of the Immigration Act 2016</b>  Able to communicate effectively and accurately both verbally and in writing	AF/I  AF/I  AF/I

	Able to communicate in a clear and concise manner both on the telephone and face to face	AF/I
	Ability to write clear, letters and reports	AF/I
	Ability to complete work to the required standards of accuracy and presentation	AF/I
	Able to follow set procedures	AF/I
	Ability to develop and maintain effective working relationships with a wide range of people	AF/I
	Ability to work on own initiative with minimum	AF/I
	Knowledge of standard officer procedures	
	Knowledge of standard office equipment	
<b>Training</b>	Willing to undertake job related training	AF/I
<b>Other</b>		

All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.

***All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.***

**As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace.**

**People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.**

### **Safeguarding**

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in.

Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with the has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in its area. All BCC employees are expected to:

Work in a way that prevents and protects service users from abuse.

- To be aware of the signs of abuse or neglect.
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.
- Record and report any concerns or incidents.

***At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves.***

***We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.***