

Receptionist

Job purpose

As a Receptionist, you will be the first point of contact for our School. You will be part of the Administration team, welcoming parents and visitors who visit the School. Our Receptionist's duties include coordinating front-desk activities, answering the telephone and redirecting calls, dealing with enquiries and distributing correspondence and also offering administrative support.

Responsibilities of all Administrative Staff

- The administrative staff members at Sunninghill Prep School have key roles in the efficient and smooth running of the school. They work as part of a team sharing certain responsibilities, and with specific responsibilities.
- Administrative staff should aim to ensure that all visitors are quickly made welcome and enquiries dealt with promptly and efficiently.
- Administrative staff should aim to ensure that information is communicated efficiently to those who need it.
- Administrative staff should aim for high quality of presentation in all documents that represent the Head or Sunninghill Prep School

Key Accountabilities and Responsibilities

Reception duties

- to be the first point of contact for persons entering the School, to meet and greet and direct them to the correct destination
- deal with queries from parents and the public
- answering the telephone in a professional manner, to screen and direct calls appropriately and to take and relay messages to staff
- assisting the Head to host visitors
- to ensure knowledge of staff movements in and out of School and ensure all visitors are logged and provided with security lanyards
- to maintain the reception area in a tidy and presentable manner at all times
- to wear the professional uniform provided by the School whilst on duty
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Administration duties

- receive and sort mail and organize distribution of deliveries
- to co-ordinate the school diary in the absence of the School Secretary
- maintain the telephone extension list
- provide First Aid support to children and staff in the absence of the School Secretary
- Maintaining up to date minibus route registers and the co-ordination of routes with parents

Academic support

- Maintain pupil registers and absentee details
- Ensure the whereabouts of children at all times, in conjunction with the Deputy Head (Pastoral)
- Assisting with the hosting of Parents' Evenings

Marketing Support

- Assisting the Head and Registrar to host visitors and school functions and to be an ambassador for the school.

Key Competencies

- professional personal presentation
- customer service orientation
- organizing and planning
- verbal and written communication skills
- attention to detail
- initiative
- reliability
- able to maintain confidentiality

Additional duties

Performing any other duties as reasonably requested by the Head/Bursar.

The rhythms of the school year and the life of a busy school, mean that there will be occasions when the Receptionist may need to work beyond their contracted hours. When this happens, time off in lieu and/or overtime may be given on a flexible basis.

This job description may be reviewed and amended at any time after consultation with you.

Receptionist's signature:	Bursar's Signature:
Date:	Date: