



# Copthill School

## JOB DESCRIPTION AND PERSON SPECIFICATION

### School Receptionist

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#### JOB DESCRIPTION

##### Aims of Role

To act as the initial point of contact for incoming phone calls, visitors, parents and pupils with a professional, helpful and friendly approach to build positive ongoing relationships.

Support the admin team providing a flexible, productive and responsive administrative service to the Head, thereby contributing towards the smooth running of the school

##### MAIN TASKS & RESPONSIBILITIES

The purpose of the job is to provide a warm welcome to all visitors and incoming callers and administrative support to the school.

- Welcome and sign-in/out all visitors and parents
- Receive incoming phone calls/queries from parents and stakeholders, directing them to the relevant member of staff
- Receive incoming goods/post and forward these to the appropriate team members at school
- Dealing with ad-hoc duties
- Admin duties for the Headteacher
- General administrative activities including communications to staff and parents, distribute weekly and termly documents
- Administration relating to pupil attendance
- Monitor school supplies
- Maintain school admin system (Schoolbase)
- Be a qualified first-aider, to assist with unwell children
- Manage the admin that supports all school trips in liaison with the Head and Form tutors
- Termly admin tasks, including parents evening, prize giving, school photographs, immunisations

Any other duties which may, from time to time, be reasonably assigned by the Head

## PERSON SPECIFICATION

We are looking for an enthusiastic person with charm, a sense of humour and who is calm under pressure. They should be a team player who enjoys a mix of routine and ad hoc tasks. The successful candidate will be positive, responsive, have a flexible attitude to work and be able to communicate easily with colleagues and parents. Honesty, integrity and confidentiality are essential qualities for the role

### Entry requirements

<b>Essential</b>	<b>Desirable</b>
Education - GCSE's Grade 5 or above including English and Maths	A – levels or equivalent
Strong customer care skills and focus	Previous experience working in an Independent School
Approachability and willingness to help	Qualified First Aider
A discreet and diplomatic nature and respect for confidentiality at all times	Knowledge of Schoolbase
Confident and calm in handling questions and queries	Familiar with office equipment, phone systems, photocopiers
Able to work comfortably with repeated interruptions and unexpected request	
Excellent spoken and written command of the English language (including spelling & Grammar)	
Able to work accurately and pay attention to detail	
Advanced MS Office skills. Including Word, Excel, Publisher. Google docs, forms, sheets admin and g suite	
Smart and well presented with a professional appearance	

## **HOURS**

Term time (including Staff Inset Days)	Monday	7:45 – 17:00
	Tuesday – Friday	7:45 – 13:15

School Holidays 20 days - These dates and hours will be mutually agreed in advance, but will cover key times such as before term starts and occasional half term dates.

## **SALARY & BENEFITS**

Salary range: FTE (40 hours) £20,043 - £23,708

Pension: Employee contribution – 3% Employer contribution – 7%

Meals and drinks - free

Car parking – free