

JOB DESCRIPTION

Title: Receptionist

Responsible to: Admissions, Admin and Alumni Coordinator

Job Purpose

To attend to visitors and deal with enquiries on the phone, via email and face to face. To supply information regarding the school to the general public, students, parents and other stakeholders. To support the school's administrative team and monitor student attendance.

Main Responsibilities

1. Provide Reception Services
2. Provide General Administrative Support
3. Monitor Student Attendance

1. Provide Reception Services

- 1.1 To facilitate the smooth day to day running of the school by fulfilling a range of reception duties that support students, staff and visitors to work effectively and thrive.
- 1.2 To answer the telephone, screen and direct calls, monitor email enquiries and distribute post, answering queries and referring to others as appropriate.
- 1.3 To monitor registers and student attendance and contact students and/or parents when unplanned absence may occur.
- 1.4 To provide attendance information including notifying staff of known absences and the production of attendance reports.
- 1.5 To follow attendance, absence and timetabling procedures and to ensure appropriate electronic and hard copy filing of associated paperwork.
- 1.4 To check all visitors into and out of the school, having regard to the school's security requirements and safeguarding obligations.

- 1.5 To tidy and maintain the reception area.
- 1.6 To support school events by registering participants, setting up and clearing rooms, organising refreshments and directing people to the appropriate location.
- 1.7 To provide general administrative and clerical support, including the proof reading of school documents, scheduling appointments and maintaining an electronic appointment diary.
- 1.8 To administer first aid.
- 1.9 To act as a fire warden in the event of a fire alarm.
- 1.10 To ensure that excellent levels of customer service are delivered throughout all reception duties.

2. Provide General Administrative Support

- 2.1 To assist in the development and delivery of support services within the School.
- 2.2 To contribute to an effective MIS system by inputting data accurately and producing reports as needed, for example, student timetables.
- 2.3 To assist in stock taking and ordering of resources.
- 2.4 To organise and maintain library resources.
- 2.5 To prepare and proof read documents, emails and letters.
- 2.6 To provide administrative support for outreach, admissions and alumni activities.
- 2.7 To liaise with Exeter College's internal departments to ensure a smooth day-to-day running of school operations, eg IT and HR.

3. Additional Duties

- 3.1 To promote a teaching, learning and working environment that is free from discrimination and where all students and staff are encouraged to express their individuality.
- 3.2 To be responsible for safeguarding and promoting the welfare of students.
- 3.3 To maintain the confidentiality of staff and student / family information.
- 3.4 To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the School at any of the School's, College's or University's sites or place of work.
- 3.5 To promote and conduct your professional duties and responsibilities within the parameters of the School's agreed values and aims.