



Hatton School & Special Needs Centre

Roding Lane South, Woodford Green, Essex, IG8 8EU

Tel: 020 8551 4131, e-mail: admin@hattonsspecialschool.co.uk, website: www.hattonsspecialschool.co.uk

Headteacher: Mrs Adrienne Wright

'PROUD of the Hatton Way; LEARNING, GROWING, ACHIEVING TOGETHER'

JOB DESCRIPTION

Post Held:	Receptionist
Salary Scale:	LBR03 (starting salary FTE £21,591, actual salary £17,818)
Hours:	35 hours / 44.26 weeks (term time only) <ul style="list-style-type: none">• Monday 8.00am – 4.30pm• Tuesday – Friday 8.00 – 3.15pm
Reports to:	School Business Manager

Purpose of Job

To work as part of a busy Admin Team under the direction of senior staff to undertake Reception functions and to act as the first point of contact for people visiting or calling the school.

Specific Tasks & Duties

- To undertake reception duties on a daily basis, answering general telephone and face-to-face enquiries, signing in visitors including DBS and contractor requirements, keeping diaries and liaising re daily and weekly lunch numbers.
- To collect, log and issue receipts for money and cheques which come in to Reception.
- To collate information regarding school dinners and liaise with the kitchen staff on a daily basis and use the catering finance management package monitor payments and issue school dinner debt letters.
- To operate systems of bus bags and liaise with transport re queries, routes etc.
- To operate electronic mail, distributing as appropriate.
- To open, stamp, sort and distribute mail.
- To manage the uniform 'shop' within the school including ordering stock.
- To provide general clerical/admin support relevant to the reception role including typing letters to parents.
- To co-ordinate the bookings of rooms for meetings, trainings and medical appointments.
- To diarise prospective pupil visits for senior staff.
- To operate relevant IT software packages including computerised records/information/communication systems.
- To work across the admin team supporting as required.
- To manage parent text alerts / systems.
- To manage the day to day administrative tasks associated with pupil attendance

- To ensure that all calls and messages are correctly routed to their intended recipients, or an appropriate member of staff, to assure a quick and effective communication system.
- To ensure the reception area is clean , free from clutter and well presented
- To use your initiative to manage sensitive and difficult situations in a public area.

General Responsibilities

- To form and maintain appropriate relationships with personal boundaries with children, parents and colleagues.
- To understand and comply with the school's Equal Opportunities Policy.
- To be aware of and comply with all policies and procedures including child protection, health and safety and security, confidentiality and data protection.
- To be aware of and support difference and ensure equal opportunities for all.
- To contribute to the overall ethos/work/aims of the school.
- To appreciate and support the role of other professionals/agencies through establishing constructive relationships and communication.
- To attend and participate in relevant meetings as required.
- To participate in training and other learning activities and performance development as required.
- The above duties and responsibilities are not exclusive and you may be required to undertake further duties as may reasonably be expected within the grade and skills of the post holder.



PERSON SPECIFICATION

Post Title : Receptionist		
Qualifications & Training	Essential/ Desirable	Application(A) Interview(I)
<ul style="list-style-type: none"> • GCSE or equivalent in English & Maths • Relevant qualification in office administration/ IT application • Evidence of continued professional development and willingness to develop and expand knowledge in line with needs of the school 	<p>E</p> <p>D</p> <p>E</p>	<p>A</p> <p>A</p> <p>A/I</p>
Experience		
<ul style="list-style-type: none"> • Experience of working under pressure in a busy office environment with a key role in diverse administration • Experience of using school administrative systems and knowledge of electronic register systems, Integris G2 or other school management systems • Experience of running effective administrative & clerical systems • Experience of working in a reception or other role as first point of contact for an organisation • Experience of composing letters and dealing with correspondence • Experience and understanding of GDPR 	<p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Knowledge and Skills		
<ul style="list-style-type: none"> • Good working knowledge of Microsoft Word/Excel/Publisher/ email • Demonstrate excellent literacy and numeracy skills in both verbal and written format • Ability to listen, follow instructions accurately, but also make sound judgements and lead when required • Ability to work in an organised and methodical manner • Ability to develop processes and procedures to fit the needs of the school • Ability to manage workload and prioritise to meet deadlines • Ability to deal with sensitive personnel issues 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p>
Personal Qualities		
<ul style="list-style-type: none"> • Ability to work under pressure and remain calm • Good interpersonal skills and ability to liaise with parents/ carers and professionals • Recognise the skills required to work with a diverse population of both staff and families and be able to adapt to their needs • Understand and demonstrate confidentiality • Ability to be flexible and work as part of a busy team • Ability to work under own initiative to meet tight deadlines in an accurate manner 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Other Criteria		
<ul style="list-style-type: none"> • An understanding of and commitment to Equality and Diversity • An understanding of and commitment to Health and Safety • A commitment to the safeguarding and welfare of all children and the ability to work within the school's Safeguarding Policy and procedures • The ability to form and maintain appropriate relationships and personal boundaries with children, families and colleagues • Enhanced DBS check will be required for successful candidate 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>I</p> <p>A/I</p> <p>I</p> <p>A</p>

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