

**St Aloysius’ College**

### Ref No.\_\_\_\_\_\_\_\_\_\_

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| Job Title | Senior School Receptionist (Job Share) |
| **Reporting to** | P.A to Head Master |

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| **Job Purpose** |
| The Senior School Receptionist is the first point of contact to meet and greet visitors to the Reception and make them feel welcome providing a professional and informed response, exercising the utmost discretion and patience.  The post holder will answer and respond to phone enquiries to the College and develop a sound knowledge of all areas of College life to enable the effective and efficient routing of calls to appropriate departments/persons in a calm and courteous manner. |

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| **Main Duties and Responsibilities** |
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| FIRST POINT OF CONTACT   * Act as the first point of contact to the College to provide an informed and knowledgeable service for visitors and enquiries by phone in a welcoming and professional manner. * Screen calls for Finance and Senior Leadership * Scheduling of teaching staff to cover Senior School break and lunch duties. * Assist with the arrangement of teaching staff cover for lessons as required. |
| RELAYING MESSAGES   * Relay messages to teaching staff via year offices regarding pupil absences/appointments etc * Be aware of the whereabouts of staff (Admin and Teaching) to pass messages effectively throughout the course of the day. * Pass messages from parents to pupils by way of pupil/teacher timetables – particularly in an emergency. * Where a parent does not wish to be transferred to voicemail, take a message and email the details to the relevant staff member asap. * Take in school books, homework, P.E. kit etc. handed in by parents. Consult 3sys timetables and pass items to pupils concerned in good time for the appropriate lesson |
| CASHLESS REFECTORY SYSTEM – *the school has a cashless refectory system, use of which is currently suspended. This supplements the use of the Fusion app which pupils use to order their lunches.*   * Set up for new starts at beginning of the school year. * Issue cards and add funds to the card balance for staff or pupils in the college as required. * Produce and issue individual expenditure reports for the lunch cards as requested by parents.   *Please note that at the moment due to Covid there is very limited cash handling associated with this role and it is unclear at present whether this will ever be reinstated.* |
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| COORDINATE JANITORIAL & ANCILLARY STAFF   * Liaise with janitors and cleaners via two-way radio system to provide continuous service to all buildings throughout the day. |
| TRANSPORT/TRIPS   * Book taxis on College account or cash bookings as required. * Manage the diary for College minibuses. * Perform termly DVLA checks for minibus drivers. * Ensure the Fit to Drive form is completed for all minibus drivers prior to issuing keys. * Validate parking tickets for visitors and staff as required. |
| I.D. BADGES   * Update and maintain the database of College Staff for ID badges. * Issue photographic ID badges as required. |
| GENERAL EMAIL ACCOUNT   * Monitor general incoming email account: [mail@staloysius.org](mailto:mail@staloysius.org) passing messages to appropriate members of staff throughout the day. |
| TELEPHONES   * Create, update and maintain telephone lists for all areas of the College. * Contact telephone company when required for updates or faults with the system. * Provide support for users on the functionality of the telephone system including features of handsets. |
| CASH HANDLING/TICKETED EVENTS   * .Issue tickets for all ticketed events at the College as required. |
| FIRE ALARMS   * Point of contact for alarms/fire drills and provide handover activities to the Fire Marshall. * Act as the liaison with Fire Brigade, Janitors and Senior Management as necessary. |
| ADDITIONAL ADMINISTRATIVE DUTIES   * Awareness of after-school activities in both Junior and Senior school including venues and timings to enable more accurate responses to parental enquiries. * Authorise student railcard applications/Young Scot Cards or paperwork for other such national schemes as required. * Assist in co-ordinating Kairos retreats. Organise and attend homecomings. * Assist at College events if required. * Carry out any other general administrative tasks as required such as franking mail, preparing mailings. |

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| **Knowledge, Qualifications, Skills and Experience** |
| **Knowledge/Qualifications**  Essential - A high standard of literacy and numeracy evidenced by Higher English and some qualification demonstrating numeracy.  Essential - Ability to use Word and Excel at a basic level  Essential – Confident user of computers as role requires ability to view database records.  Essential – Must be willing to uphold and exhibit the values of the organisation.  Essential – Must be capable of being a member of the PVG scheme as operated by Disclosure Scotland.  Desirable – An existing member of the PVG scheme in the category: Children. |
| Skills Essential - Excellent communication skills with the ability to deal with people at all levels, including staff, parents, pupils and visitors.  Essential - Excellent interpersonal skills  Essential - Excellent organisational skills.  Essential - Must be customer focussed and approachable.  Essential - Must be of a calm and courteous disposition.  Essential – Act confidentially and use discretion, particularly in relation to sensitive matters.  Essential - Must be reliable, adaptable and demonstrate a flexible approach to work.  Essential - Must be able to self-motivate and have the ability to work on own initiative.  Essential - Provide appropriate and effective handover to job share partner.  Essential - Work in support of the wider team.  Desirable: Working experience of Microsoft Office packages, i.e. Outlook, Word, Excel, PowerPoint. |
| Experience Essential: Previous experience in a similar or related role.  Essential: Experience in a customer-facing role.  Essential: Previous experience of call handling.  Essential: Evidence of Covid19 Vaccination status.  Desirable: Previous experience of job share.  Desirable: Cash handling experience  Desirable: Previous safeguarding training.  Desirable: Previous First Aid training.  Desirable: Previous experience of Fire Evacuation procedures. |
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| **Dimensions** |
| * Working hours 12.45pm - 6pm Monday to Friday. * Staff number in excess of 150 * Pupil numbers in excess of 750 * There are no budgetary responsibilities |
| **Job Features** |
| Planning and Organising The role involves effective and efficient planning and organising to ensure appropriate handover each day from Job Share partner. |
| Internal/External Relationships Internal – the post holder will have a high degree of interaction with staff of all levels as well as dealings with pupils to the College.  External – the post holder will have significant interaction with parents or other external visitors to the College. |
| Decision Making The post is largely task oriented with responses to situations based on anticipated events. |
| Problem Solving There would be little problem solving in the role other than in the event of a services failure or emergency alarm activation. In that event, the post holder would liaise with the Janitorial staff on duty. |
| Other Must prioritise the wellbeing of staff and pupils by actively participating in all mandatory training such as safeguarding and health & safety. |

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| **Approved by Job Holder** | | | |
| **Name** |  |  |  |
| **Signature** |  | **Date** |  |

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| **Approved by BursareqadHead** | | | |
| **Name** |  | **Position** |  |
| **Signature** |  | **Date** |  |

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| **Candidate Profile** |
| This section should include the basic requirements the post holder should have to be able to carry out the role to an acceptable level of performance. You can also add desirable requirements. |

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| **Qualifications** |
| The ideal candidate will be qualified to Scottish Higher standard or by experience. |

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| **Experience** |
| A candidate with experience in a customer service, forward-facing roll will be ideally suited to this role.  Someone who has previously worked in a school will have a distinct advantage as they will be used to the peaks and troughs of a school day. |

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| **Knowledge** |
| The perfect candidate will have knowledge of telephone systems; working use of Excel spreadsheets; the ability to interrogate a database (to access teacher timetables); use of franking machines and other general administration tools. |

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| **Skills/Abilities/Competencies** |
| Pleasant and welcoming manner. Unflappable and confident. Reliable and knowledgeable. Someone with a ‘can do’ attitude. - These are the customer feedback comments that our ideal candidate would strive for.  We are looking for someone who, if they don’t know how to do something, they will make sure they find out. They will put the customer first and take pride in their work.  A sense of humour together with patience will be extremely helpful in this role. |