The Vale Federation
Job Description

Inspire—Enable—Achieve

School Name:	Stocklake Park School
Position:	Receptionist
Salary Range:	Bucks Pay Range 1
Responsible To:	Senior Administrator
Role Type:	Regulated

The Vale Federation Values

DETERMINATION	Staff are unfailing determined to support pupils in achieving their very best.
EXCELLENCE	Staff have high expectations of themselves and fulfil their role to a standard of excellence.
COURAGE	Staff model having courage and support children's resilience.
TRUST	Staff always act in a trustworthy manner. They are honest and reliable at all times.
KINDNESS	Staff always act in a manner that demonstrates kindness towards children and towards each other. Staff will be positive role models for children.
FRIENDSHIP	Staff demonstrate friendship by being caring, supportive, having fun, and sharing ideas.
RESPECT	Staff are positive role models at all times and demonstrate their respect for others through their behaviour.
EQUITY	Staff are committed to ensuring that each individual has their needs well met.

Job summary:

- As the first point of contact for parents, pupils, staff, and visitors, you will manage the demands of a busy reception desk with professionalism and efficiency. You will provide a warm, courteous welcome both in person and over the telephone, ensuring all enquiries are handled promptly and effectively.
- In addition to reception duties, you will deliver high-quality administrative support to the school office team, liaising with SEN transport, keeping our visitor system up to date, and generally contribute to the smooth day-to-day running of the wider administrative function.

Main duties and responsibilities:

- Reception and front of house duties
- Operating a multi extension switchboard
- Administrative duties
- Other specific duties that may be required, commensurate with the level of the job
- Screening visitors arriving at school gates using intercom system and granting access to school grounds
- Making external calls to others, e.g. parents, when instructed by teachers and other teaching staff

Reception and front of house duties:

- Act as the first point of contact for parents, pupils, staff, and visitors, providing a courteous and professional welcome.
- Administer visitor procedures to ensure safeguarding standards are met, including signing visitors in via the electronic system.
- Screen visitors at the school gates using the intercom system and grant access as appropriate.
- Represent the school positively at all times.
- Maintain confidentiality and comply with GDPR requirements.
- Follow Health & Safety procedures and act as Fire Warden when required.

Operating a multi-extension switchboard:

- Operate a busy multi-extension switchboard, answering internal and external calls promptly and professionally.
- Screen and direct calls appropriately across the Vale Federation.
- Accurately record and relay messages using the most suitable method based on urgency.
- Handle enquiries with discretion and initiative, ensuring confidentiality at all times.

Administrative duties:

- Provide general administrative assistance, filing, photocopying, laminating and scanning.
- Keeping log of agency staff
- Checking the morning and afternoon pupil registers are completed
- Monitor and respond to emails in the office account, forwarding as appropriate.
- Support the Senior Administrator and wider admin team with day-to-day tasks.
- Attend and participate in meetings as directed.
- Make external calls to parents and others as instructed by teaching staff.
- Undertake any additional tasks commensurate with the role as required.

Training:
➢ Employees are expected to participate in training and professional development to meet performance objectives and maintain best practice
Safeguarding Statement:
The Vale Federation is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff, workers, and volunteers to share this commitment. The successful candidate will be required to provide two satisfactory references, undertake pre-employment checks including a health check, and have a cleared Enhanced Disclosure & Barring check. An online search (including social media) will be carried out for all shortlisted candidates as part of our recruitment process.

This job description describes in general terms the normal duties which the post-holder will be expected to undertake. In addition, duties may vary from time to time. The job description may be changed at any time, after consultation with the employee.

I agree to accept this job description:

Signed: …… Print Name: ……

Date: ……