The Aylesbury Vale Academy

RESPECT | ASPIRATION | RESILIENCE

RECEPTIONIST



Chair of Governors: Mrs C James **Principal: Mr G Gibson**

JOB PURPOSE

- To be the first point of contact for all parents/carers and visitors to the Academy and greet in a professional manner, dealing with all enquiries efficiently and effectively.
- To follow the Academy's Safeguarding policy and procedures and ensure the wellbeing of all students in their care is their highest priority.
- To undertake any reasonable task as directed by the Headteacher.

ORGANISATION

- Demonstrate an attention to detail and an awareness of the impact of decisions on others.

COMMUNICATION

- The post-holder is accountable to their line manager in all matters. In undertaking this post, the Receptionist must maintain the qualifications, skills and competencies required to fulfil the post to the highest level of professionalism and competence.
- Within the Performance Management process, the Receptionist will be accountable to the Office Manager/Personal Assistant.

MAIN DUTIES AND RESPONSIBILITIES – KEY ACCOUNTABILITIES:

- To answer all calls and check voicemail messages left throughout the morning.
- Greet and support students who are sent to Reception.
- Carry out all first aid duties and medical administration.
- Ensure the Reception area is tidy, warm and welcoming and promotes a general feeling of safety and wellbeing.
- Answer all incoming phone calls and emails to the Academy in a professional and polite manner and to record or refer them as appropriate.
- To support Preschool administration.
- To help with lunch time duties as required.
- Provide Reception cover in the secondary phase as deemed necessary.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms following consultation.
- To comply with the Academy's Health and Safety Policy and undertake risk assessments as appropriate.