



Aylsham High School

Part of Aylsham Learning Federation

Job Description and Person Specification

Job Title	Receptionist
Department	Administration
Location	Aylsham High School
GR Number	GR9033
Grade	C
Responsible to	Executive Headteacher's PA and Administration Manager

Role and Context

Job Purpose	To undertake routine clerical, administrative and other duties with particular emphasis on reception/switchboard duties. To support teachers and students in the school and provide flexibility to enable the school to cope with peak workloads and staff absence.
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Principal Accountabilities (in order of importance)

1. To undertake switchboard, receptionist and messenger duties within the school, in conjunction with other admin staff. To receive and reply promptly to any telephone and other messages, dealing as appropriate with routine enquiries. To ensure that visitors and callers to the school are courteously and correctly received.
2. To undertake general clerical and administrative duties of a routine nature which will include:
 - Sorting and distributing incoming post
 - Issuing temporary bus passes
 - Dealing with lost property enquiries and organisation of end of term displays to reunite items with owners.
3. To support the administration team as and when required.
4. To assist with first aid duties, as required.
5. To provide reception/administration cover across the Federation as and when required.
6. To undertake any other duties which are within the scope of the post, as determined by the Executive Headteacher's PA and Administration Manager.



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Person Specification

This describes the qualifications, experience, skills and knowledge which are essential to do the job to a fully competent level.

Qualifications

- NVQ Level 1
- Good literacy/numeracy skills.

Experience

- Some general office experience, ideally in reception and/or general clerical or administrative work
- Experience of maintaining computerised records and systems.

Skills/Knowledge

- Good understanding and ability to use relevant technology
- Keyboard/computer skills
- Participate in development and training opportunities
- Basic knowledge of first aid (training can be given)
- Ability to relate well to children and adults
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.



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General Information

The job descriptions details the main outcomes required and should only be updated to reflect **major changes** that impact on the outcomes of the job

All work performed/duties undertaken must be carried out in accordance with relevant County Council, department and school's policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.

Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Ethos

"Learning Together for Excellence"

We believe that every child is capable of achieving success and excellence through hard work, focused concentration and regular deliberate practice.

We are a safe, warm and welcoming community that always looks to treat each other with respect. Our code of conduct of respect for yourself, respect for others, and respect for the environment help our community to thrive.

Values

We are a member of The Aylsham Cluster Trust - TACT a co-operative trust. We uphold **the co-operative values**:

Self-help - we help people to help themselves

Self-responsibility - we take responsibility for, and answer to our actions

Democracy - we give our members a say in the way we run our organisation

Equality - we are genuinely inclusive and pursue success for everyone

Equity - we carry out our work in a way that is fair and unbiased

Solidarity - we share interests and common purposes with our members and other co-operatives

Our Ethical Values are:

Openness - nobody's perfect, and we won't hide it when we're not

Honesty - we are honest about what we do and the way we do it

Social responsibility - we encourage people to take responsibility for their own community, and work together to improve it

Caring for others - we are a nurturing community that takes care of each other and we regularly support charities and local community groups