

CHILDREN AND YOUNG PEOPLE'S SERVICE

The Dales School
JOB DESCRIPTION

POST:	Receptionist
GRADE:	3
RESPONSIBLE TO:	School Business Manager
STAFF MANAGED:	N/A
JOB PURPOSE:	To provide an administrative service to the Headteacher and the School. The job holder works under supervision and/or their work is subject to checks and controls.
JOB CONTEXT:	<ul style="list-style-type: none"> • Based at the Dales School, the post holder will be the outward face of the school. There will be a need for the post holder to have a basic understanding of the school, how it operates and be able to effectively communicate with the pupils, staff, parents and other stakeholders of the school community. • To have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations. • To ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users. • The job will require an enhanced DBS

ACCOUNTABILITIES / MAIN RESPONSIBILITIES

Administration/ other	<ul style="list-style-type: none"> • File, sort and index paperwork, including incoming and outgoing post, transmit documents and photocopy. • Assist in the provision of administrative, clerical and secretarial duties as required • Undertake simple finance and statistics, e.g. collecting dinner money and entering invoices onto RM finance • Maintain and update all necessary records using manual and computerised systems and check entries including use of SIMS, ParentPay and maintaining the school inventory • Assist in the provision of an external/internal reception service to the school, deal with routine phone calls, take messages, greet visitors, coordinate hospitality for visitors and ensures contractors are working within NYCC recommendations • Assist in the collation of materials e.g. School brochures. • Monitor stationery stock levels, place orders as appropriate and check incoming orders. • Maintain an electronic diary of appointments and activities for the Headteacher and school • Assist teaching and non-teaching staff with administration duties • Maintaining administration of school mini buses; ensuring servicing schedules are maintained • Checking student attendance against school transport forms • Participate in the school's performance management scheme • Participate in training and other learning activities and performance development as required. • Report and monitor school maintenance issues.
Effective communication and engagement with children, young people and their families and carers.	<ul style="list-style-type: none"> • This includes establishing rapport and respectful, trusting relationships and communicating effectively with children, young people, their families and carers. • Know that communication is a two way process • Understand and apply the importance of confidentiality and ethics
Child and young person development	<ul style="list-style-type: none"> • Know how to obtain support and report concerns. • Highlight additional training and supervision needs to build on your

	skills and knowledge.
Safeguarding and promoting the welfare of the child	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with and be aware of policy and procedures and when and how to take action. • Know about data protection issues in the context of your role. • Understand that different confidentiality procedures may apply in different contexts.
Supporting transitions	<ul style="list-style-type: none"> • Understand your own role and its limits, and the importance of providing care or support.
Multi agency working	<ul style="list-style-type: none"> • Know the value and expertise you bring to a team and that brought by your colleagues. • Know how to work within your own and other organisational values, beliefs and cultures • Understand communication and teamwork with other practitioners and professionals. • Sustaining relationships across agencies • Share experience and initiate action
Sharing information	<ul style="list-style-type: none"> • Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences. • Know how to share information - in writing, by telephone, electronically and in person and making good use of available information • Attend staff meetings and training days by agreement with the Headteacher • Use of clear language and communication
Data Protection	<ul style="list-style-type: none"> • To comply with the County Council's policies and supporting documentation in relation to Data Protection, Information Security and Confidentiality.
Health and Safety	<ul style="list-style-type: none"> • Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • To work with colleagues and others to maintain health, safety and welfare within the working environment.
Equalities	<ul style="list-style-type: none"> • We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Within own area of responsibility work in accordance with the aims of the Equality Policy Statement
Flexibility	<ul style="list-style-type: none"> • North Yorkshire County Council provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures.
Customer Service	<ul style="list-style-type: none"> • The County Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect, human rights and working with others to keep vulnerable people safe from abuse and mistreatment. • The County Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.
Date of Issue:	September 2014

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Qualifications & Training Minimum 4 GCSE (A-C) (English Language essential) or equivalent, e.g. literacy and numeracy assessment	X		2 & 5
Experience Clerical or administrative experience	X		2 & 4
Experience of working within a school office		X	2 & 4
Skills & Knowledge Computer literate & competent user of word	X		2 & 3
Interpersonal and communication skills	X		2 & 4
Numeracy and literacy skills	X		2, 3 & 4
Judgmental skills	X		2 & 4
Personal Qualities Attention to detail, neatness and accuracy	X		2 & 4
Organisational skills	X		2 & 4
Ability to work successfully in a team	X		2 & 4
Confidentiality	X		2 & 4
Other Requirements To be committed to the school's policies and ethos	X		2 & 4
To be committed to Continual Professional Development.	X		2 & 4
Motivation to work with children and young people.	X		2 & 4
Ability to form and maintain appropriate relationships and personal boundaries with children and young people.	X		2 & 4
Equal opportunities To assist in ensuring that NYCC's equalities policies are considered within the school's working practices in terms of both employment and service delivery	X		2 & 4

Assessment: 1. Test prior to shortlisting (i.e. all applicants)

- 2. From application form**
- 3. Test after shortlisting**
- 4. Probing at interview**
- 5. Documentary Evidence**
- 6. OTHER (Please specify)**