

chaseterracetechnologycollege

(Part of the Stephen Sutton Multi Academy Trust)

JOB DESCRIPTION

JOB TITLE:	APPRENTICE - RECEPTIONIST
JOB HOLDER:	TBC
LOCATION:	CHASE TERRACE TECHNOLOGY COLLEGE, BURNTWOOD, WS7 2DB.
LINE MANAGER:	ACADEMY BUSINESS MANAGER
JOB GRADE:	The current National Minimum Wage for an apprentice is £3.70 an hour. This rate applies to apprentices under 19 and those aged 19 or over who are in their first year. Apprentices must be paid at least the minimum wage rate for their age if they are aged 19 or over AFTER completing their first year. The minimum wage rates are £5.90 an hour for 18-20 year olds and £7.38 for anyone aged 21 and over. Apprentices are paid for their normal working hours and training that is part of their apprenticeship.
HOURS OF WORK:	37 (39.2 WEEKS) 08:00 – 16:00, Monday – Thursday, 08:00 – 15:30 Friday. (inclusive of a 30 minute, unpaid lunch break, not to be taken during the schools lunch period)

STATEMENT OF PURPOSE

To provide an efficient and effective customer service to the students, staff and visitors of the school. The post holder will complete a 'Customer Services' qualification as part of the post (This will be funded through the school).

MAIN DUTIES AND RESPONSIBILITIES

Organisational and Student Support:

- ❖ To provide an efficient reception service to all visitors to the school and members of the school.
- ❖ To ensure that all visitors to the school produce ID on first visit to the school and are signed in and out and provided with the correct visitor badge as required, playing an active role in achieving outstanding safeguarding outcomes, in line with the schools safeguarding policy.
- ❖ To answer all telephone enquiries promptly and take messages as necessary to pass on to the appropriate person.
- ❖ To liaise with the school transport providers and deal with daily transport queries from parents/carers and students, as required.
- ❖ To ensure that the reception area is kept tidy, informative and welcoming to visitors at all times.
- ❖ To accept items from parents/carers as and when required and ensure that the items are provided to the students in a timely manner.
- ❖ To use the SIMS computer system to locate students as required.
- ❖ To manage the conference room bookings on the online diary.
- ❖ To manage the meeting room bookings on the online diary.
- ❖ To manage the minibus bookings through liaison with drivers and departments.
- ❖ To offer support to staff/children/parents/carers if required, by offering a quiet room.
- ❖ To report to senior/relevant members of staff of cases of bullying/fighting/sexual abuse/and any other relevant information.
- ❖ To photocopy documents and materials as needed.
- ❖ To ensure all visitors are safely accounted for in the event of a fire.
- ❖ To telephone 999 for ambulance and/ or police attendance when requested in an emergency situation
- ❖ To provide occasional out of hours support for parents' evenings and other key events etc.
- ❖ To participate in the marketing of the school which includes, but is not restricted to, assisting at open days.

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Administration Support:

- ❖ To sort the daily incoming post into alphabetical order, in liaison with the Business team.
- ❖ To ensure consumables for the franking machine are ordered and monitored on a regular basis that the franking machine has sufficient funds at all times.
- ❖ To frank the outgoing post with the correct postage.
- ❖ To take the school post/parcels to the Post office or relevant Post box.
- ❖ To accept and check incoming deliveries and liaise with the site team for distribution.
- ❖ To maintain displays on associated topics as required.
- ❖ To ensure that the relevant notices are displayed in reception at all times (Health and Safety, Fire evacuation, safeguarding etc.)

School support:

- ❖ To promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- ❖ To comply and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- ❖ To be aware of, support and ensure equal opportunities for all.
- ❖ To contribute to the overall ethos/work/aims of the school.
- ❖ To establish constructive relationships and communicate with other agencies/professionals.
- ❖ To attend and participate in regular meetings.
- ❖ To participate in training and other learning activities and performance development as required.
- ❖ To recognise own strengths and areas of expertise, using these to advise and support others.
- ❖ To assist with student needs as appropriate, during the school day.

Whilst every effort has been made to explain the duties and responsibilities of the post, each individual task may not have been identified. All staff will be expected to accept reasonable flexibility in working arrangements and comply with any reasonable request from their line manager, undertaking work or tasks of a similar level that is not specified in this job description.

NOTES

1. The content of this job description will be reviewed with the post holder on an annual basis, in line with the school's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade, must be discussed with the post holder and the relevant trade union, before submitting for re-evaluation.

This school is committed to safeguarding and promoting the welfare of young people. The successful applicant will be required to demonstrate a commitment to the school's Equal Opportunities Policy and to undertake a criminal record check with the Disclosure and Barring Service.

Signature Date
(Job Holder)
