



**Royal School Wolverhampton**

**JOB DESCRIPTION and PERSON SPECIFICATION**

**Receptionist**

Section:	Administration Support	Salary Range:	Level 3 – RSW payscale FTE - £17,941 to £20,945 Hourly - £8.63 to £10.07
Responsible to:	PA to Principal	Hours of work:	from 12.30pm to 5.30pm daily (Monday to Friday)
Status of position:	Permanent (Term-time plus 3 additional weeks in school holidays)		

**INTRODUCTION**

The Royal School, Wolverhampton is an ‘all-through’ school from 4 - 19 years old. With a history stretching back to 1850 it blends the best of tradition with a contemporary view of education. There is a strong Foundation derived from our initial formation as an Orphanage set up by John Lees, a local philanthropist and more than 35 pupils still benefit from this part of our mission. Pupils come from the local community and the boarding population are derived from more than 23 countries worldwide.

It is our aim to provide a first class education to pupils from a wide background and prepare them for the challenges of the 21<sup>st</sup> Century. We place equal emphasis on academic, sporting, social and cultural development of the young person and celebrate the gifts of all, whatever that might be. Our aims are for the family based community to be courteous, show respect for self and others, demonstrate ambition in all of their endeavours and to take risks in order to develop their skills and aptitudes.

The School has an EYFS section, a Primary and Senior School, Boarding and is also an Elite Swimming centre for more than 20 National standard swimmers.

**DUTIES AND RESPONSIBILITIES**

The duties and responsibilities listed below are not exhaustive and there may be occasions when the post holder is expected to undertake other areas of work as directed by the PA to the Principal.

**General Responsibilities**

- To ensure the provision of a pleasant and efficient reception as first point of contact for parents and all visitors to the school

- Ensure all visitors follow the signing in procedures and are provided with relevant health and safety and safeguarding information
- Keep reception areas welcoming, tidy and up to date
- To answer the telephones courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate.
- Ensure pupils are signed in/out appropriately when attending/returning from appointments
- Working closely with the Attendance Officer
- Respond to enquiries from staff, pupils, parents and visitors in an efficient manner
- Provide requested information in a timely and efficient manner
- Accurately record and maintain data held in the school's information management system (SIMS)
- Send text messages/emails to parents using Schoolcomms as and when requested
- Support the Principal's PA and school staff by carrying out administrative and organisational processes as required
- To be first aid trained
- To maintain confidentiality at all times.
- To be aware of and comply with school policies and procedures (e.g. child protection, health and safety, data protection, confidentiality) and reporting concerns as appropriate.
- To undertake appropriate training when required
- To adhere to the ethos of the school
- To promote the agreed vision and aims of the school
- To set an example of personal integrity and professionalism
- Attendance at appropriate meetings
- School Archive - Responding to requests from family members tracing relatives that attended the School.



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**Person Specification**

A = Application form, D = Documents, I = Interview, T = Test / Exercise

Description	Essential	Desirable	Method Used
<b>QUALIFICATIONS</b>			
Good general standard of Education	<b>x</b>		A / D
NVQ 2 or equivalent in Administration/Customer service		x	A / D
<b>SPECIFIC SKILLS AND EXPERIENCE</b>			
Work experience in a demanding administration role	<b>X</b>		A/D/I
Strong IT Skills, competent in use of Word, PowerPoint, Excel, Outlook	<b>X</b>		A/I
Able to use Information management systems (preferably SIMs)		x	A/I
Experience of working with confidential information	<b>X</b>		A/I
<b>SPECIALIST KNOWLEGDE</b>			
Knowledge of Safeguarding children and young people and Child Protection	<b>X</b>		A/I
<b>PERSONAL ATTRIBUTES</b>			
Excellent communication skills both verbal and written	<b>X</b>		A/I/T
Enthusiasm and Approachability – able to put visitors at ease	<b>x</b>		
Have a flexible approach to work and be adaptable	<b>X</b>		A/I
Positive attitude to work	<b>X</b>		A/I
Ability to work in a highly confidential manner	<b>X</b>		A/I
Ability to take extreme pride in all tasks undertaken	<b>X</b>		A/I