**Job Description**

**Role** Receptionist

**Department** R.E.A.L Education**/** R.E.A.L Independent School/ R.E.A.L Alternative

Provision School

**Location** East Midlands

**Accountable to** Head Teacher/Business Administration Manager

**Function of role**

To support the Head Teacher, School Leadership Team and Office Manager in coordinating and providing information as requested. To be the initial point of contact for the R.E.A.L Group school bases and locality hubs. Deal with queries and requests from internal and external visitors, staff and students in a friendly and positive manner, ensuring customer satisfaction.

**Accountabilities**

* Undertaking reception/phone duties
* Providing excellent customer care to students, staff and other visitors to the school
* General administration duties including; typing, photocopying, filing
* Ensuring the reception area is kept in a neat, tidy and clean state at all times by making regular checks
* Provide support to exams officer with particular emphasis on Functional Skills exams
* Assisting other departments/ Heads of Service with administrative duties as and when requested
* Attendance at staff meetings, inset and twilight events where relevant
* Carry out additional duties as reasonably requested by the Directors or designated Head of Service
* Be aware of and adhere to all company policies and procedures
* Ability to travel between various sites across the county if required
* Be aware of all safeguarding procedures on a day to day basis, adhering to these where appropriate through the Designated Safeguarding Officer, and be aware of all policies and practice in relation to the safety of young people and vulnerable adults
* Be responsible for your own continuous professional development
* Act in accordance with the organisation’s policies and procedures under the guidance of the designated Head of Service and adhere to the organisation’s Equal Opportunities and Diversity policy.

**Performance indicators**

Able to work to deadlines.

Able to meet annual performance management criteria to a good or outstanding standard.

Adherence to the accountabilities and responsibilities in this job description, and adherence to organisational policies and procedures.

Able to build and maintain effective working relationships

Demonstrate different ways of working to continually improve processes and services

Proactively meets the needs of the customer

Provides accurate information both written and verbally

Adapts well to change and receives different ideas both positively and enthusiastically

**Key values and ethos of organisation**

Trust

Innovation

Achievement