



Quality First Education Trust

JOB DESCRIPTION AND PERSON SPECIFICATION

RECEPTIONIST

Post title: Receptionist
Responsible to: Office Manager
Grade and salary: Your pay will at least match the current structures within your school.

OVERVIEW

The **Quality First Education (Q1e) Trust** is a Multi Academy Trust (MAT) that was established by Belleville Primary School in May 2017. Belleville is a large outstanding school with a successful track record of working with and supporting other schools to improve. The MAT sponsors Belleville Wix Academy. The Alton Primary School is part of the MAT and Churchfields Primary School is expected to join the MAT in November 2017.

Belleville Wix Academy shares its site with ecole de Wix, an annexe of the Lycee Charles de Gaulle. We are currently looking for a **Receptionist** to work at Belleville Wix Academy, to support ecole de Wix Front of House duties.

RESPONSIBILITIES

- To provide an efficient and welcoming reception service
- To co-ordinate the administrative interaction between the school and ecole de Wix
- Support the delivery of administration services within the school
- To be able to communicate in both English and French
- To work in accordance with the Quality First Education Trust Values and standards
- Anticipate customer needs wherever possible and react to these to enhance customer satisfaction
- Ensure communication systems are operated according to Belleville Wix Academy policies and procedures
- Actively encourage customer feedback and seek to identify how the service can be improved
- Maintain and monitor Security/Access passes/controls
- Carry out general administrative duties as required
- Develop good working relationships with staff and customers
- Contribute positively to the effectiveness and efficiency of the team
- Assist in uniform purchases by parents
- Cover reception lunch breaks

Ecole de Wix-specific responsibilities

- Support and action ecole de Wix-related enquiries
- Co-ordinate ecole de Wix front desk enquiries at the beginning and end of the school day
- Co-ordinate order for and supply of school uniform for ecole de Wix pupils
- Chaperone ecole de Wix visitors to ecole de Wix staff
- Maintain up to date contact information for ecole de Wix pupils in conjunction with ecole de Wix
- Co-ordinate contact with ecole de Wix and its families where children enter or leave school outside typical school hours

- Maintain the confidentiality of information
- Promote and ensure the good reputation of the Quality First Education Trust
- Attend and constructively contribute to meetings relevant to your role
- Understand safeguarding and child protection policy and procedures

PERSON SPECIFICATION

Education & Qualifications	Essential	Desirable	Method
A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above	✓		A/I
Knowledge and Skill			A/I
General office experience, including answering phones, providing a reception service and dealing with a range of administrative tasks at the same times.			A/I
Ability to speak fluently in English and French	✓		A/I
Communicates clearly and concisely using a range of methods to a variety of people with different needs and abilities			A/I
Works independently and supports team members to ensure the customers' needs are met.			A/I
Prioritises own work ensuring it is completed to the required standard and on time with limited supervision			A/I
Good I.T. skills including email and Microsoft Office applications e.g. excel and word.			A/I
Ability to provide information and advice to members of the public and staff in a polite and courteous manner			A/I
Experience of working as a receptionist in a customer service environment.			A/I
Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends etc.			A/I
Ability to organise and prioritise workload and work on own initiative and ability to take accurate messages, follow up where necessary			A/I
Being a first point of contact for directing calls/giving relevant information effectively			A/I
Basic understanding of databases			A/I
Experience of using, setting up, maintaining and developing administrations systems			A/I
Knowledge and understanding of safeguarding and child protection legislation			A/I

This job description indicates the main responsibilities and duties of the post and isn't an exhaustive list.

