**Job Description**

**Post:** Receptionist

**Hours:** 4 hours per week (31 weeks), Saturday, Term Time Only

**Location:** Middlesbrough

**Line Manager:** MIS Manager

**Directorate:** MIS.

# Job Purpose:

Maintain an appropriate and welcoming ‘front of house’, dealing with initial enquiries, ensuring the appropriate information is available at all times and to provide basic administrative services.

# Main Duties and Responsibilities:

1. Ensure the reception area is tidy and welcoming, displaying the appropriate marketing and other information at all times. This will include information displayed on screens, information boards and ‘take away’ literature.
2. Receive and direct visitors to the site, ensuring they are welcomed appropriately and are directed to the appropriate area or person.
3. To operate the switchboard and respond to initial enquiries (telephone, written or face to face), providing the appropriate information on School provision or for more specific enquiries, ensure the enquiry is passed to the relevant person and is followed up.
4. Provide a basic security function, including monitoring of CCTV coverage, ensuring appropriate arrangements for visitors and contractors, and alerting relevant staff of any issues.
5. Receive post and deliveries and ensure portage of post and goods as quickly as possible to the appropriate area of the School.
6. Maintain appropriate stock levels of materials for resale to students, identify any need for new stock and sell materials to students / visitors. This will involve undertaking cash transactions & maintaining appropriate records.
7. To undertake other general financial transactions including cash and card.
8. To input and update the MIS and other systems as directed.
9. All staff members are responsible for safeguarding children and adhering to the principles and guidelines outlined in the Keeping Children Safe in Education framework.

**General Accountabilities**

1. Ensure other members of the team have information to cover effectively for you in your absence.
2. To engage in professional development and networking to ensure that professional, and strategic contributions are up-to-date.
3. Ensure that the Corporation’s Health & Safety Policy is adhered to at all times and take responsibility for general health and safety housekeeping within your work area.
4. Participate actively in the performance management scheme, agreeing objectives, attending reviews and undertaking professional development as required.
5. Ensure that the Corporation’s Equality and Diversity policy is adhered to at all times and tackle or report discrimination and harassment wherever it occurs.
6. Ensure the safeguarding of learners at all times and report any potential issues without delay.
7. All employees are expected to be fully committed to policies/processes on equality, diversity, safeguarding and the Prevent Agenda.
8. Any other duties commensurate with the nature and level of the post, as directed by the MIS Manager or the Vice Principal (Resources).
9. This list is not exhaustive and is only an indication of responsibilities.

**Safeguarding**

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment.  A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

**Equality, Equity, Diversity & Inclusion**

At The Northern School of Art, we want all of our employees to feel included bringing their passion, creativity and individuality to work. We value all cultures, backgrounds and experiences, and we truly believe that diversity drives innovation.

Signed: Date:

Receptionist

Signed: Date:

MIS Manager

**Person Specification – Receptionist**

| Specification, whether essential or desirable and where the specification will be assessed. | Essential | Desirable |
| --- | --- | --- |
| Qualifications |  |  |
| 3 GCSE (or equivalent) passes at Grade C or above (to include English or Communications based subject and maths/numeracy) | Y |  |
| NVQ level 2 or 3 (or equivalent) in Customer Care |  | Y |
|  |  |  |
| Experience/knowledge |  |  |
| Experience of working with children |  | Y |
| Experience of customer care | Y |  |
| Experience of a reception / front of house role / customer focussed role | Y |  |
| Experience of cash handling with accuracy | Y |  |
| Experience of operating a switchboard |  | Y |
| Experience / knowledge of stock control |  | Y |
| PC literate preferably with knowledge of Microsoft Office or windows based applications | Y |  |
| Knowledge of the progression routes and qualifications available in Art and Design within Further and Higher Education nationally and locally |  | Y |
| An understanding of Safeguarding |  | Y |

|  |  |  |
| --- | --- | --- |
| **Skills and abilities** |  |  |
| Good verbal communication skills and self-confidence – able to work effectively with all levels of staff, students, visitors and contractors. | Y |  |
| Professional presentation of work and self – able to deal confidently with people external to the institution, both face to face and over the telephone or email | Y |  |
| Friendly and helpful manner | Y |  |
| Punctual and reliable | Y |  |
| Self-motivated and enthusiastic, able to work without constant supervision | Y |  |
| Adaptable – able to take on a variety of changing tasks according to need | Y |  |
| Excellent organisational and administrative skills with the ability to prioritise and meet deadlines | Y |  |
| Able to work effectively as a member of a team | Y |  |
| Able to use own initiative to identify relevant issues and involve the right people within the School | Y |  |
| Able to deal sensitively and confidently with students of varying ability and knowledge levels | Y |  |
| Willing to work outside of traditional ‘office’ hours | Y |  |
| Able to work with accuracy and speed | Y |  |
| Committed to regular updating of skills |  | Y |