

Role Profile

Part A - Grade & Structure Information

Job Family Code	3BF	Role Title	School Receptionist
Grade	PS3	Reports to (role title)	Leadership Team of Chertsey Nursery School
		School	Chertsey Nursery School
JE Band	114-134		
		Date Role Profile was created	May-24

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed

Role Purpose including key outputs	<p>To undertake a range of clerical and administrative duties to support the smooth running of the Nursery School.</p> <p>Carry out all reception duties in the front office, including welcoming visitors, telephone calls, appointments for parents, receiving deliveries and use of Sims for contact details. Ensuring that matters are dealt with confidentiality, comply with safeguarding and GDPR.</p> <p>To provide advice and information on a range of early childhood services for families.</p> <p>To be part of the administrative team in support of the school under the overall direction of the Head of School / Assistant Bursar.</p> <p>Key functions include:</p> <p>Managing the main school inbox, responding to emails as appropriate, ensuring confidentiality and responding to all enquiries promptly.</p> <p>Maintain reception area notice boards and parent information.</p> <p>Issue communication to parents including using teacher2parents.</p> <p>General office duties.</p> <p>Updating school website.</p>
Work Context	<p>Chertsey Nursery School is one of Surrey's 4 Maintained Nursery Schools. There are approximately 90 children on roll in the Nursery aged from 2 - 5 years. Chertsey Nursery School is an inclusive school and offers both mainstream and additional needs classes. The school works in close partnership with Dorking Nursery School with a Federated Governing Body.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	N/A
Representative	Analysis, Reporting & Documentation

<p>Accountabilities Typical accountabilities in roles at this level in this job family</p>	<ul style="list-style-type: none"> • Carry out routine tasks such as data input, sorting/distributing mail, photocopying and filing. • Check and code invoice/ documents, seeking authorisations as necessary, to facilitate efficient processing of financial and other information. • Prepare/despatch standard documents to achieve efficient and timely turnaround of routine matters. <p>Service Delivery</p> <ul style="list-style-type: none"> • Carry out administrative and/or support activities to contribute to the smooth running of the work unit. • Receive and respond to basic enquiries, escalating those outside own knowledge, to provide a timely and effective service to others. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Make simple arrangements and bookings under detailed instructions. • Help prepare straightforward materials to assist in the effective organisation of internal/ external activities. <p>Work with others</p> <ul style="list-style-type: none"> • Receive visitors and action basic enquiries in a courteous manner, to promote a positive image of the work unit. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Basic numeracy and literacy, with potential for further study where appropriate. • Basic understanding of Health and Safety regulations, procedures and the principles of equality and diversity. • Some knowledge of typical IT packages and basic IT skills. • Ability to exchange basic information verbally or in writing. • Ability to operate simple office equipment. • Accuracy and ability to organise tasks within a broader routine. • Some prior work experience of a generalist nature.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Minimum GCSE in English at Grade C (or equivalent) or above</p> <p>Knowledge of Office 365 or similar IT package.</p> <p>Experience of working with the general public and good written and verbal communication skills.</p>
<p>Role Summary</p>	<p>Roles at this level typically work as part of a team performing routine administrative duties to support service users and/or other members of their team. They perform a limited range of well established routines within basic procedures and under regular supervision. They may have a specific focus, for example in personnel or financial systems, but all will be expected to work with the organisation's IT systems, and action basic enquiries and requests. They will be expected to have some previous work experience in order to deal with the work confidently. The work is typically to daily deadlines; some organising of their own workload may be required to ensure that the departmental workflow is maintained, but timescales will be hour-to-hour and day-to-day. The nature of planning in roles at this level is essentially timing and sequencing of assigned tasks to meet deadlines.</p>