



Receptionist

Job Description & Personal Specification

Job Description

Front of House Duties

- Be the first point of contact at Dolphin School Trust in a welcoming and friendly manner befitting the school's ethos;
- Be a key play in the smooth running of the school and nurseries;
- Be responsible for greeting children attending the early bird clubs at 08:00 every day;
- Supporting parents with their enquiries, concerns and face-to-face conversations, providing a supportive but professional level of care;
- Handling incoming emails, phone calls and general enquiries and directing them to appropriate members of staff;
- Supporting visitors to sign in and feel welcomed into the school;
- Supporting the school's communication policy through outbound messaging of notices and emails through SchoolPost;
- Approving outbound staff messagings through SchoolPost;
- Ensuring incoming post and parcels and distributed to members of staff and school departments;
- Organising and running the school office and reception to ensure high standards are met.

Events

- Setting up online booking for parent teacher evenings;
- Overseeing online ticketing for school productions and events;
- Supporting the preparation for awards ceremonies and key events, including trophies and certificates;
- Supporting teacher-parent meeting evenings, signing in and welcoming parents.

First Aid & Pastoral Care

- Principal Paediatric First Aid contact;
- Supporting children with illnesses, accidents and pastoral care at the office;
- Managing and administering medicines to children including the use of Epi-pens and children's personal medication;
- Ensuring effective record keeping of accidents and incidents in collaboration with staff and parents;
- Ensuring first aid boxes are kept adequately maintained;
- Passing on key pastoral information to the class teachers & safeguarding team (Senior Team);
- Ensuring school mobile phones are ready for daily use.

School Office Duties

- Ordering & managing stock and stationary levels in conjunction with key colleagues;
- Ordering lunch Supplies i.e. fruit for children and staff;
- Managing and maintaining pupil files and records;
- Ordering sundries for staffroom use.

Co-curricular Activities, Fixtures & School Trips

- Organising the termly co-curricular activities with staff and external providers in advance of the next term;
- Supporting enquiries from parents around activities and enrolment once the new school term has commenced;
- Supporting the organisation of school trips & fixtures through booking transport and organising packed lunches;
- Supporting the Senior Team with organising breakfasts and orders for INSET days and special events;
- Updating online records of which clubs children attend each week for teachers and families.

Safeguarding Responsibilities

- Promoting effective safeguarding of children at Dolphin School Trust;
- Be the 'eyes and ears' of safeguarding through the school office role;
- Ensuring effective health & safety is applied in the reception area in accordance with policies and H&S rules;
- Reporting concerns (minor or child protection) to the safeguarding team and tutors via our online platform.

Other Duties

- Liaising with the school uniform company, Village Sports, on stock, updates and changes to their services;

- Weekly supervision duties on Wandsworth Common;
- Any other duties as requested by the Senior Team and Head.

Personal Specification

Essential:

- A candidate with excellent interpersonal and communication skills;
- A champion for the school and its ethos, working to a high standard;
- Professional, smart, but welcoming in approach to all colleagues;
- Supportive & compassionate to parents, pupils and colleagues;
- Able to handle multiple tasks simultaneously and cope under pressure;
- Exceptional writing and verbal communication skills;
- The ability to be flexible and open to working in an environment where no two days are the same;
- A team player who is willing to learn, adjust to change and support their colleagues and the school community;
- An eye for attention to detail;
- Confident IT skills and the ability to quickly learn how to use new software and online packages;
- Willing to take on new training and implement new skills in the workplace;
- Commitment to the Christian ethos, values and objectives of Dolphin School.

Desirable:

- Paediatric first aid trained;
- Experience in working in an educational setting with young children.