

Wiltshire Council

School Support Staff

Job Profile

Reference :	SCH748	Grade D
Job Title :	Receptionist/Attendance Officer (Secondary)	
Main Job Purpose :	Welcoming and directing visitors to relevant location or person; answering busy switchboard and taking messages appropriately. Maintaining an accurate student database for staff, parents and external organisations and supporting the pastoral system through good, effective communication.	

Main Duties :

	Main Duties
1.	Welcome all visitors to the school - issue visitors badges - find destination. Answer a busy switchboard, mainly taking messages as staff are teaching.
2.	Deal with the outgoing post, and ensure all incoming deliveries go to the appropriate place.
3.	Undertake general word processing of a range of documents in support of the office.
4.	Answer all support calls from teaching staff and process necessary paperwork. Answer staff enquiries related to the reception/switchboard function. Liaise with staff on break and lunch time duty with walkie-talkies - action if necessary.
5.	Booking of the Conference Room for various meetings.
6.	Dealing with pupil enquiries in the first instance. If required and trained, perform first aid to pupils where necessary.
8.	Designate all lost property to appropriate places.
9.	Co-ordinate attendance reports and publications as required by the Headteacher, LA departments and DCFS. Hold and distribute registers and absence reports, and maintain accurate registration details.
10.	Maintain a range of school records and data relating to pupil attendance records. Respond to requests for such data from teachers, SENCO, EWO etc. Ensure all data stored is accurate and up to date, and securely and confidentially held.

Main Duties	
11.	Liaise with pastoral staff and make first day of absence phone calls to parents/guardians as necessary. Communicate and advise tutors of the procedures and rules for the correct completion of registers.

Supervision and Management
The jobholder has no regular supervisory responsibility for staff but may be required to assist in work familiarisation for new recruits.

Creativity & Innovation (i.e. problem solving)
The jobholder is occasionally required to use creative skills to resolve problems such as where different calls should best be routed to, who could best assist a visitor.

Key Contacts and Relationships	Reason for Contact
Parents	Contact with Parents may include – parents phoning, including dealing with sensitive situations which need tact and diplomacy
Emergency Services	Pupils collapsing. Intruders on site.
All internal staff	Messages to be relayed
Other Schools	Making or cancelling appointments
Caretaking Staff	Also relaying services that are required by other staff.
External Agencies	Contact about appointments etc.

Decision Making

The jobholder follows procedures and has some discretion over the order in which to carry out the work. The jobholder is expected to resolve routine problems encountered on the job but to seek assistance for anything unusual or difficult. The jobholder makes recommendations to callers regarding an appropriate person for them to speak to.

Resources

The jobholder may occasionally deal with small amounts of money but is not normally personally accountable for the accurate handling/security of incoming cash, cheques or other financial resources.

Working Environment

There is regular background noise e.g. from pupils, visitors, which is moderately disruptive.

The jobholder is regularly the first point of contact with members of the public relating to matters of contention

Knowledge and Skills

The jobholder needs the ability to undertake a range of tasks related to switchboard/reception/office support, involving the application of rules, procedures and techniques. A good standard of practical knowledge and skills, including interpersonal skills on the phone and face to face, is required. New starters are required to learn and apply a series of procedural rules governing the reception/switchboard function in the school.

