



Gordon's School

Receptionist – Job description

Reports to: Assistant Bursar
Hours: 8am to 4.30pm / 8.30am to 5pm Monday to Friday with an hour for lunch term time plus (to cover leave during the holidays)
Salary: £16,077 per annum plus free lunch during term time

Main Purpose of the Job

The Receptionists are the first point of contact for all visitors and telephone callers and as such are responsible for providing a welcoming, helpful and efficient service to all their customers.

Duties and Responsibilities

Core Duties

- Receive and welcome all visitors and notify the relevant people of their arrival
- Issue Visitors' Passes to all visitors
- Responsible for all incoming and outgoing post including distribution and franking
- Responsible for answering the phone and dealing with it as required in a courteous and helpful manner
- Provide administrative support to the Academic Heads of Department (eg preparing and sending letters to parents)
- Assist with photocopying and minor administrative tasks as required
- Responsible for room bookings
- Monitor the main school email address
- Assist with administrative tasks as required

Non Core Duties

- Responsible for ensuring there are adequate tea and coffee making supplies

The above list of duties and responsibilities is not exhaustive and may be altered from time to time.

Person Specification

Relevant Experience/Knowledge

- Good knowledge and demonstrable experience of Microsoft products especially Excel and Word
- Excellent and demonstrable customer service skills
- Good organisational skills and ability to multi-task and prioritise workload

Personal Skills

- Excellent telephone manner
- Excellent communication skills
- A proactive approach to work
- Ability to work independently and as part of a team

Gordon's School is a State Boarding and Day School and is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment – applicants must be willing to undergo appropriate screening including a DBS check.