

**Job title: Receptionist / Administration Assistant**  
**Responsible to: Head of Development**

**Job Description:**

The Receptionist is the first point of call for visitors to the Trust, parents, staff and pupils. As the 'face' of the Trust the receptionist should be welcoming, personable, helpful and able to represent the Trust in a professional and friendly manner. In addition, it is essential that the person for this role is organised, has a good level of IT skills, able to multitask, work flexibly and have a 'can do' approach to work, as no two days are the same.

**Key Responsibilities:**

1. To act as the first point of contact for the Trust: welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner;
2. Maintain confidentiality of visitors and callers;
3. Ensuring the safety and security of the Trust at all times, making sure entry to the premises is controlled. Ensuring that all visitors sign in and take a visitor badge;
4. Communicating with parents regarding all aspects of school life, receiving and passing on information effectively and speedily;
5. Receive, sort, log and distribute all packages, deliveries and mail;
6. Monitor the trust email account;
7. Ensure that the reception area is kept smart and tidy at all times and take responsibility for the control of this area;
8. Responsible for the ordering of stationary, materials and resources and ensuring that stock levels are maintained;
9. Assisting with various administration tasks and duties including formatting policies and other documents, utilising word and excel;
10. Meeting co-ordination;
11. Assist other Admin team members with specialist tasks (i.e. meet & greet on events);
12. Liaising with local authority SEN transport and updating transport lists;
13. Maintain the staff sign in log;
14. Responsible for coordinating offsite registers;
15. Logging and managing service calls when required;
16. Producing pupil certificates;
17. Calculate pupil pocket monies and pass information to finance.

**Additional Duties:**

18. To support Talbot House Trust's commitment to safeguarding children and promoting their welfare at a level appropriate to this role;
19. Contribute to the overall ethos/work/aims of the school;
20. Be aware of, and comply with, policies and procedures relating to health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate senior manager;
21. Operate as supportive member of the admin team by providing support and assistance to other members and attending and participating in team meetings;
22. Participate in training, other learning activities and performance development as required.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

The School is committed to safeguarding and promoting the welfare of children. The successful applicant will be required to undertake an enhanced criminal record check via the Disclosure Barring Service. Please see our safer recruitment policy document in the school section of our website.

In order to apply, please complete an application form, which is also available from the jobs section on our website [www.talbothoustrust.co.uk](http://www.talbothoustrust.co.uk)

Once completed please return by hand or email to [hr@talbothoustrust.co.uk](mailto:hr@talbothoustrust.co.uk)

We are not able to accept CV's.