

**Role Title:** Bursary Receptionist

**Location:** The Leys School

**Responsible to:** Bursar's PA

**This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

### Main purpose of the role

The Leys School is an independent, co-educational boarding and day school. We have a strong sense of community here at The Leys which makes us more than just a school. Everyone shares an understanding of the School's values, which shapes our daily interactions and motivation, and creates our friendly and supportive staff and pupil community.

For visitors and staff, the successful applicant will be the very first person that they speak to. The ability to convey a welcoming, professional image that portrays the ethos of the School when dealing with people will be a deciding factor in the appointment as will the ability to support the School by providing administrative support in an efficient, organised, and courteous manner. As such, the role is extremely important to the presentation and image of the School. The Receptionist will be solely responsible for managing the Bursary reception on a day-to-day basis, all telephone enquiries, handling visitors, and for undertaking other general "front of house" administrative tasks that ensure the effective working of the School on a day-to-day basis.

### Working Pattern

As part of a job share arrangement, you will work part time, 2 days a week, sharing responsibilities with your counterpart receptionist. Your part time hours operate on a variable schedule during term time and school closure periods. The pattern of hours and weeks you will be required to work is determined by the School Academic Calendar ([Term Dates - The Leys](#)) and the following work pattern:

- Term Time plus 2 weeks (first and last week of the summer holidays); Monday and Tuesday 08:00 to 17:00 with a 30-minute unpaid break for lunch (36 weeks);
- School closure periods (excluding the first and last week of the summer holidays); Monday and Tuesday 08:30 to 15:30 (16 weeks).

### Receptionist Key Tasks

- To maintain a welcoming environment and appropriate hospitality for visitors.
- To be present in the main Reception area at all times, other than during designated break periods, in order to welcome visitors, students, parents and contractors.
- To ensure that the main Reception area is kept in a pristine condition at all times to provide the appropriate image and conditions for the receipt and welcome of visitors.

- To be responsible for answering the external/internal incoming calls, dealing with all calls in a timely, professional, and efficient manner.
- To respond to all visitors external/internal and deal with their requests.
- To manage and efficiently process any messages and enquires for and from teaching and support staff.
- To sort and deliver the incoming post to the correct departments and prepare outward post for collection/franking. Arranging courier services as and when required.
- To liaise with the Bursary to purchase stamps when required.
- Ensure franking machine is always in fully working order with sufficient credit and toner.
- To sign for deliveries, put away packages and send out messages requesting collection of the items for staff and pupils.
- To maintain the school stationery, deal with requests and order as necessary office equipment as authorised. Liaising with the Finance Bursar to ensure the correct procedures are being followed for costs.
- To undertake general administrative tasks requested by the Line Manager.
- To ensure appropriate communication and set up systems with their job share to enable the role to function efficiently and seamlessly.
- To book and arrange transport for School outings and fixtures as requested.
- To order books and diaries for academic departments as requested.
- To assist with mailings when required.
- Provide administration support to the Bursar during holiday times and in absence of the Bursar's PA.
- To provide administration support to Bursary departments as and when required.

## **Safeguarding responsibilities**

- To have read the School's Child Protection Policy and updates to this policy as required by the School.
- To adhere at all times to the School's Child Protection procedures and to undertake responsibility to safeguard pupils.
- To be aware of and adhere to at all times the School's Staff Behaviour and Code of Conduct and confidentiality.
- A duty to report and discuss any concerns about the safety of children and their wellbeing to the Designated Safeguarding Lead (DSL).
- A duty to report any low-level concerns about colleagues to the Designated Safeguarding Lead (DSL).

- To be informed and trained to an appropriate level and to complete mandatory safeguarding training as required by the School.

## **General Tasks**

- To refer to and adhere to all Health and Safety procedures and policies as appropriate and other legislative requirements as required, carrying out duties by working in a safe and organised manner.
- To ensure that a safe / secure environment exists for pupils / staff and customers and meet requirements under the Health & Safety at work Act 1974 and C.O.S.H.H.
- To uphold the provisions of data protection legislation, the School's Data Protection Policy, and other related policies.
- Understand and be mindful of the School Acceptable Use Policy and Staff ICT & Social Media Guidelines.
- To adhere to and maintain School Policies and Procedures and work with regard to the ethics of the School.
- To observe / implement all relevant legislative requirements, maintain and update own knowledge as appropriate for the role.
- To work flexibly as necessary to meet the needs of the role and the School.
- To undertake any other reasonable associated request from the Bursar's PA, Headmaster/Bursar, or other senior member of SMT as appropriate.
- To refer to and adhere to all Health and Safety procedures and policies as appropriate and other legislative requirements as required, carrying out duties by working in a safe and organised manner.

Signature:

Date:

**The list of tasks or duties and responsibilities described above is not exhaustive, and the School is entitled to instruct you, at any time, to carry out additional duties or responsibilities, which fall reasonably within the remit of the job description, or in accordance with operational requirements.**

## Person Specification

<b>Role Title:</b> Bursary Receptionist <b>Location:</b> The Leys School <b>Responsible to:</b> Bursar's PA			
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Person Specification	Essential	Desirable	Method of Assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of Grade 4 or higher (A* to C) in GCSE English and Maths or equivalent</li> <li>• Evidence of recent ICT capability including Microsoft packages and email</li> </ul>	<ul style="list-style-type: none"> <li>• Previous reception role experience</li> <li>• Computer skills in all Microsoft Office suite including Word, Excel, PowerPoint and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Production of the applicant's certificates</li> <li>• Discussion at interview</li> <li>• Independent verification of qualifications</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in an administrative or clerical role with the ability to carry out general office tasks.</li> <li>• Experience of working in a customer focused environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an educational or similar environment</li> </ul>	<ul style="list-style-type: none"> <li>• Contents of the application form</li> <li>• Interview</li> <li>• Professional references</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Highly organised and able to work calmly, accurately, and effectively to deadlines.</li> <li>• Ability to learn new skills quickly.</li> <li>• Ability to plan effectively, prioritise and manage workload.</li> <li>• Excellent interpersonal skills with the ability to effectively communicate verbally and in writing.</li> <li>• Flexibility to contribute to the work of the Bursary office to meet peaks and flows of tasks associated to events and activities taking place throughout the school calendar.</li> <li>• A caring, supportive personality to ensure that positive working relationships are developed with students, staff, parents/carers, and stakeholders.</li> <li>• Able to work on own initiative with good problem-solving skills with the ability to make informed choices.</li> <li>• Ability to recognise when queries need to be escalated appropriately.</li> <li>• Attention to detail.</li> <li>• Politely assertive in order to ensure school procedures are maintained and followed.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced DBS check.</li> </ul>	<ul style="list-style-type: none"> <li>• Contents of the application form</li> <li>• Interview</li> <li>• Professional references</li> </ul>

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	<ul style="list-style-type: none"><li>• Ability to work as part of and contribute to the Bursary office team.</li><li>• The ability to converse at ease with parents/carers/ students and members of the public and provide advice in accurate spoken English. The post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement of this role.</li><li>• Willingness to undertake training as appropriate.</li><li>• Discretion and the ability to maintain confidentiality and deal with sensitive information.</li><li>• Commitment to understand and adhere to safeguarding procedures.</li><li>• Commitment to equal opportunities.</li></ul>		
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