



Buxton School
Terling Close, Leytonstone, London E11 3NT

JOB DESCRIPTION

Post: Volunteer Receptionist

Required: Ad-Hoc basis

Hourly Rate:

Responsible to: Community and Extended Services Manager

Purpose of the Post:

1. To provide a professional and courteous front line reception and administrative service on behalf of the school and carry out a range of duties under the general direction of the Business Manager/Extended Schools Project Manager.
2. To act as the first point of call for all school visitors and callers. To welcome visitors and direct as appropriate, and to manage all telephone calls and queries, re-directing as appropriate.
3. The post holder will have contact with pupils, parents, staff and all visitors to the school and therefore must have the ability to relate effectively to all adults and young people. You will act as the initial point of contact for the school to parents, Local Authority, pupils, staff and other stakeholders.

Main Duties

1. To welcome visitors in a professional and hospitable manner, ensuring signing-in procedures are followed, and directing them to the relevant location / person in a timely manner.
2. To deal with queries whether by telephone, in person, referring enquires to relevant members of staff as appropriate and answering queries of a general nature.
3. To receive and prioritise incoming telephone calls and deal with them appropriately including recording and distributing messages as required.

4. To ensure appropriate standards of tidiness and order in the school reception area so as to project a professional and welcoming environment for parents, pupils and visitors to the school. To update notice boards and display areas on a regular basis.
5. To maintain the confidentiality of information acquired in the course of undertaking duties for the school.
6. To understand and comply with the School's Equal Opportunity Policy.
7. To uphold and comply with the statutory provision of the Health and Safety at Work Act 1974 and any other relevant legislation on Council Policies and Procedures relating to Health and Safety at work.
8. Any other duties as may reasonably be expected within the grade of the post