



## PRE-PREP RECEPTIONIST JOB DESCRIPTION

*Our mission is to develop happy, confident and successful children who are well prepared for their future.*

### Reporting to

**The Bursar**

*The purpose of this job description is to outline the main responsibilities of the Pre-Prep Receptionist. It is not restrictive and includes any other reasonable requests that may arise. The safety and well-being of the children in School is paramount at all times. The Pre-Prep Receptionist is responsible for promoting and safeguarding the welfare of children for whom they are responsible, or with whom they come into contact. They will adhere to and ensure compliance with the School's Child Protection Policy at all times. If in the course of carrying out their duties, the Pre-Prep Receptionist becomes aware of any actual or potential risks to the safety or welfare of children in the School, it is their responsibility to report any concerns to the school's Designated Senior Lead for Child Protection or the Headmaster.*

**The Pre-Prep Receptionist is a pivotal role in ensuring the optimum first point of contact whether in person, by telephone or email. They are expected to be fully conversant with the School's ethos and demonstrate this at all times.**

**This is a term time plus 18 inset days post for 5 days per week 07.30-14.00 (inc. 30 mins unpaid break). Start time negotiable for the right candidate.**

*The Pre-Prep Receptionist will:*

### Personal Qualities

- a. Be the embodiment of Westbrook Hay's values and mission and a supporter of the Westbrook Hay Charter;
- b. Be organised, meticulous and a first-rate administrator;
- c. Be patient and kind, yet determined;
- d. Have excellent time management and planning skills;
- e. Have a high level of honesty and integrity;
- f. Have an unquestionable understanding of confidentiality;
- g. Have the ability to reflect, review, learn and change if appropriate;
- h. Have excellent interpersonal skills, being able to communicate and work with parents and staff at all levels;
- i. Be flexible in their approach to working hours to ensure requirements are met;
- j. Be empathetic to the plight of others and flexible enough to adapt expectations to support others' needs and challenges;
- k. Be understanding of the impact of their own behaviour on others;
- l. Have a strong intellect coupled with a sense of humour, keeping professional challenges in perspective;
- m. Have excellent IT literacy including Microsoft Office.

### Responsibilities



- Ensure daily morning and afternoon registers are completed in a timely manner, coordinating and communicating authorised absences, and following up on any unauthorised absence;
- Liaise with Form Teachers regarding pupil absence and early collection of pupils;
- Manage bookings and keep registers for all Westbrook +;
- Provide supervision of pupils during scheduled break times;
- Be fully conversant with the Schools' MIS system, maintaining pupil records and all distribution lists including, but not restricted to, parent emergency contact, class information lists, medical lists, parent contact etc.
- Provide the first point of contact through answering the telephone in a timely manner (no more than 3 rings), before directing calls to the appropriate member of staff; taking a clear and precise message if the staff member is unavailable; ensuring the information is passed on at the first opportunity; dealing with parents' enquiries and needs, sending out information emails as required;
- Provide the first point of contact with regard to emails sent into the general Pre-Prep address, ensuring they are forwarded to the relevant member of staff in a timely manner, acknowledging receipt to the sender when appropriate;
- Welcome visitors, ensuring the visitor's book is completed and an identity lanyard and safeguarding leaflet is given, refreshments offered and provide any other appropriate assistance;
- Informing the relevant member of staff of their visitor(s) arrival in a timely manner;
- Take responsibility for the visitor and other sign in books (and in the absence of the School Secretary) the school registers, in the event of a School evacuation;
- Produce name badges for parents' evenings and other relevant events for both visitors and staff;
- Attend such additional events such as Open Days, Teddy Bears' Picnic, Easter Egg Hunt, Governor and Staff Drinks Reception and Summer Family Funday; and other Association or School events where staff help is required by the Headmaster;
- Receive and distribute all incoming post and deliveries;
- Maintain stocks of office and photocopier stationery; arrange engineers, generally monitor copiers, maintenance of machines inc. cleaning and replacement of toners etc;
- Be a fully qualified first Aider helping with the administration of first aid to pupils and staff as required, completing online treatment forms for pupils;
- Be responsible for collecting and logging public screening usage for Pre-Prep;
- Keep internal telephone lists up to date;
- Collate and prepare staff and pupil birthday cards for the Headmaster's signature and distributing appropriately;
- Keep Reception and the photocopier areas tidy at all times;
- Assist Pre-Prep staff with copying requirements if time allows;
- Update notice boards and Atrium displays on a regular basis;
- Log maintenance and IT requests on Helpdesk at the request of Pre-Prep staff;
- Be a fully qualified paediatric first aider;
- Administer first aid to, administer medicine, and care for unwell pupils as required, completing online treatment forms, contacting parents as necessary;
- Reports accidents or incidents to RIDDOR where required;

### **Terms of Employment**

- Monday to Friday 0730-1400 (inc 30 mins unpaid break), term time + inset; start time negotiable



for the right candidate.

- Attendance at all inset days;
- 5 weeks holiday;
- Staff pension scheme;
- Free breakfast and lunch available when the school's catering facilities are open;
- Staff fee remission subject to terms and conditions.

### **Application Process**

Candidates are required to complete the School's Application Form in full. CV's will not be accepted.

The application form can be found on our website <https://www.westbrookhay.co.uk/current-vacancies> or by emailing [rachel.franklin@westbrookhay.co.uk](mailto:rachel.franklin@westbrookhay.co.uk)

Interviews will be held as suitable applicants apply.

Closing date 11 July 2022, 12.00

The School is committed to safeguarding and promoting the welfare of children and young people. Applicants must undergo child protection screening, including checks with past employers and the Disclosure and Barring Service.