

<b>LOCATION</b>	BIS HCMC	
<b>JOB TITLE</b>	Receptionist	
<b>JOB PURPOSE</b>	<p>To be the first welcome point of contact for teachers, students, parents, visitors, prospective parents amongst others.</p> <p>To be an ambassador for the school, enhancing and building our reputation both locally and globally. To work across our school community to embed a sense of community, pride and belonging as part of the on-campus administration team.</p>	
<b>REPORTING TO</b>	HOC	
<b>DIRECT REPORTS</b>	TBC per school	
<b>KEY RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>▪ School SLT</li> <li>▪ Admissions team</li> <li>▪ Teachers, students, parents, visitors, prospective parents.</li> </ul>	
<b>PACKAGE</b>	TBC per school	
<b>KEY AREAS OF RESPONSIBILITY</b>	<b>MEASURES OF PERFORMANCE</b>	
<ul style="list-style-type: none"> <li>• To greet all visitors with a warm friendly and courteous manner, and make them feel welcome, and to direct them accordingly.</li> <li>• To assist the guards in ensuring that all visitors have signed in and are wearing a visitor lanyard.</li> <li>• If visitors are required to wait for more than a few minutes to offer them a seat and a beverage.</li> <li>• To ensure all telephone calls are answered promptly and professionally, and to direct the call to the appropriate area.</li> <li>• To deal with email enquiries as appropriate and direct them to the appropriate area.</li> <li>• To receive messages from parents and ensure messages reach their destination.</li> <li>• To assist the admissions team as and when appropriate.</li> <li>• Attendance at weekly briefings/updates.</li> <li>• To be able to provide information regarding school programmes, functions, activities, examinations and other areas as they occur, through a working knowledge of school systems (e.g. SIMS, CHQ)</li> <li>• To assist the deputy head of campus in the administration of the extra-curricular activity provision.</li> <li>• To monitor and assist students' use of the outside courtesy telephone.</li> <li>• To ensure the telephone answering machine message is appropriate for term time, weekends and holidays.</li> <li>• To keep the reception area well maintained and tidy.</li> <li>• To update any display materials.</li> <li>• To keep sufficient stock of school documents that may be required.</li> <li>• To keep a record of members of staff who are on-site/off-site during working hours.</li> <li>• To keep a record of late children (a.m. and p.m.), and pass on information to the canteen regarding their lunch choices.</li> <li>• To produce monthly lateness reports (both a.m. and p.m.)</li> <li>• To update school attendance systems daily, monitor and investigate absences (including at extra-curricular activities).</li> <li>• To assist in emergency evacuation procedures as required by health and safety officer.</li> <li>• Any other appropriate duties as allocated by the school head of campus.</li> </ul>	Positive Performance appraisal	

<p><b>Personal Development</b></p> <ul style="list-style-type: none"> <li>▪ Continual development through the identification and implementation of your own Personal Development Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Positive performance appraisal</li> </ul>
<p><b>Other</b></p> <p><b>We are ambitious for our students, our people and our family of schools.</b></p> <p>We believe that:</p> <ul style="list-style-type: none"> <li>▪ There is no limit to what every person can achieve</li> <li>▪ Creativity and challenge help us get better every day</li> <li>▪ Learning should be personalised</li> <li>▪ Unique global opportunities enhance the learning experience</li> </ul> <p><b>Promote and adhere to the Company Vision and Values:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Opportunity</b> - For us, opportunities need to be meaningful, about achieving potential and making progress.</li> <li>▪ <b>Impact</b> - For us, impact is about making a difference. It needs to be immediate, positive and lasting.</li> <li>▪ <b>Leadership</b> - For us, leadership is about considering the team's needs as well as your own, setting inspiring examples, being supportive and showing real accountability and responsibility.</li> <li>▪ <b>Respect</b> - For us, respect is about listening, being inclusive, showing tolerance and getting the little things right</li> <li>▪ All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organisation</li> <li>▪ Each individual must ensure that they meet their statutory responsibilities and Company policies with regard to Health and Safety, Equal Opportunities, Child Protection and Safeguarding, and other relevant legislation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Role-model the 'Be Ambitious' philosophy each day</li> <li>▪ Valued member of the team and the wider organisation</li> </ul>