



**BOURNEMOUTH SCHOOL  
FOR GIRLS**

**INFORMATION PACK FOR THE POST OF:**

**RECEPTIONIST**

**25 hours a week – 8:00am – 13:00.**

**Term-time only**

**Salary: £9,298 - £10,020**

We are looking for someone to join our highly valued team of Receptionists in September.

The position is for mornings only from 8am to 1pm during term time. It is essential that the successful candidate is a people person as communication and manner of approach is key as our reception is both the entry point for visitors, parents and staff as well as a pupil and student help desk throughout the school day.

The role gives some variety as during quieter times our reception staff will take on administration, data and clerical tasks. The post holder will also be required to join our first aid team and become a full school first aider. Training for this will be available if not already held.

We are a busy school and there will be times when you will have to work under pressure whilst maintaining a calm manner.

BSG is a friendly and thriving community of 1100 girls aged from 11 to 18 and approximately 140 staff, of whom 60 support the teaching and learning staff. We have been recently rated as 'outstanding' by OFSTED in all areas. We are justifiably proud of our school and encourage everyone here to enjoy being part of the team and the girls' achievements.

This information pack has been developed to contain information on the post, terms and conditions, and the school and we encourage you to apply. Applications need to be submitted on the Application form for Support Staff which can be found on our website [www.bsg.bournemouth.sch.uk](http://www.bsg.bournemouth.sch.uk) Applications may be submitted by post or by email to [jford@bsg.bournemouth.sch.uk](mailto:jford@bsg.bournemouth.sch.uk)

**The closing date is 3<sup>rd</sup> August 2017**

**Bournemouth School for Girls, Castle Gate Close, Castle Lane West, Bournemouth, BH8 9UJ  
Bournemouth School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment.**



## BOURNEMOUTH SCHOOL FOR GIRLS

### JOB DESCRIPTION

<b>Job title:</b>	Receptionist	<b>Job Ref:</b>	
<b>Reports to:</b>	Office Manager/PA to the Headteacher	<b>Grade:</b>	5

### Main job purpose

To provide reception/telephone services within the school; to ensure all visitors and/or telephone callers to the school are received in an efficient and effective manner.

(Enquiries from pupils and clerical duties in support of the school office services form a significant and flexible element of the job, including undertaking manual and computer data entry/extraction and other clerical duties).

### Main responsibilities and duties

1. To receive telephone calls, deal with enquiries, direct or redirect to the appropriate member of the school's staff, taking messages and arranging appointments and ensuring messages are passed to staff in a timely manner.
2. To greet visitors and personal callers to the school, ascertain the purpose of the visit, require visitors to register and arrange for visitors to be directed to the appropriate person and to be accompanied at all times within the school.
3. To liaise with caretaking services to ensure prompt movement of deliveries to the school.
4. To update and maintain telephone data listings and ensure timely and regular notification/circulation to staff of amendments.
5. To complete appropriate computerised data input and paperwork associated with the clerical and administrative needs of the school (e.g. school transport records, pupil database).
6. To ensure the reception area is tidy and hazard free.
7. To undertake general office duties, including the preparation, collation/copying reports, bulletins and documents, organising and maintaining filing systems and assisting in the absence of colleagues and clerical support to all areas of the school (e.g. pupil listings, word processing) when required.
8. To be responsible for processing incoming and outgoing mail.
9. To be a school first aider.

10. Promoting and safeguarding the welfare of children and young people in accordance with the school's safeguarding and child protection policy.

#### **Knowledge & skills**

Keyboard skills, to be able to work accurately, under own initiative for short periods of time and to work in an organised and flexible manner.

Good telephone manner

Ability to work on own initiative and as part of a team.

First Aid qualification – training can be provided if required.

#### **Supervision and management**

The post holder will often be required to work without direct supervision. Supervision will be present where necessary.

#### **Problem solving and creativity**

At busy times needs to prioritise.

#### **Key contacts and relationships**

Daily contact by telephone/face to face with Headteacher/Staff/Pupils/Parents and other visitors to the school.

#### **Decision making**

There is a need to establish the importance and urgency of contacts made.

#### **Resources**

General Office equipment (e.g. Word Processor, photocopier, Fax Machine, telephone and post/franking machinery.)

#### **Working Environment**

Working in busy Office with frequent use of IT equipment.

The post is subject to constant interruptions.

Occasionally processing heavy loads of incoming/outgoing mail.

#### **Progression in Post (if applicable)**

**Terms and Conditions**

<b>Hours per week:</b>	Basic of 25 hours per week
<b>Working pattern</b>	8.00 am to 1.00 pm Monday to Friday
<b>Weeks per year</b>	Paid weeks per year are 43.51 weeks pa. Working weeks are term time only.
<b>Annual leave entitlement</b>	Initially 4.17 weeks, rising to 4.74 weeks after 5 years' service. All holidays are required to be taken within the school holiday breaks.
<b>Salary Scale/point</b>	Grade 5, SCP 13 – 17 £9,298 to £10,020 on a pro-rata basis. The hourly rate is £8.4577 to £9.2117.
<b>Responsible to:</b>	Office Manager/PA to the Headteacher
<b>Conditions of Post</b>	The appointment is subject to: <ul style="list-style-type: none"><li>• satisfactory references, police and medical clearance</li><li>• satisfactory completion of a six-month probationary period.</li></ul>

**Recruitment Programme**

<b>Advertisement:</b>	July 2017
<b>Closing Date:</b>	Thursday 3 <sup>rd</sup> August 2017
<b>Interviews:</b>	Thursday 17 <sup>th</sup> August 2017
<b>Commencement Date:</b>	September 2017