

## **JOB DESCRIPTION**

### Education Service Receptionist

**Responsible to:** Education Service Manager & Deputy Education Service Manager

**Salary Code:** 5OPADOPXX1

### **Description of Role**

To provide reception and clerical support to Education Service and Day Services at **Sense Centre Aldeby**.

### **Specific Responsibilities**

#### 1. Reception Area Tasks

- 1.1 Receive visitors in a highly professional and friendly manner
- 1.2 Maintain a high standard of professionalism and confidentiality at all times
- 1.3 Maintain a clean, professional yet welcoming reception area
- 1.4 To check the answer phone each morning, ensuring managers receive relevant information.
- 1.5 To receive all incoming telephone calls and transfer efficiently, or to take messages where required, forwarding on messages by email
- 1.6 Receive and process mail
- 1.7 Maintain the diary for the Centre, booking in visits from external professionals
- 1.8 Place orders, receive and distribute incoming deliveries, in line with Sense procedures. Ensure deliveries are stored away and circulated appropriately.
- 1.9 Have responsibility for posting all mail at the end of each day

#### 2. Conference/Meeting Room Tasks

- 2.1 Maintain and prepare the Conference /Meeting room for meetings and prepare required documents
- 2.2 Responsible for the Conference/Meeting room to be prepared for meetings, equipment provided, and room tidied and equipment stored afterwards
- 2.3 Responsible for ensuring guests and visitors receive refreshments as needed

2.4 Responsible to take minutes for meetings when required and circulate within required timescales

### 3. Financial

3.1 Reconcile monthly credit card return and complete One Card Record for Manager to check and sign, and return to finance

3.2 Ensure Staff overtime/Variable Input form is completed each month for Manager to check and submit to Payroll

3.3 To have responsibility for the petty cash tin

3.4 To complete a weekly petty cash count and report to the Centre manager

3.5 To prepare monies for excursions so that outings are prepared and can leave the Centre in a timely fashion each day

3.6 To have responsibility for student enterprise monies

3.7 Update Fixed Asset Register annually, or as required by Centre Manager/Finance team

3.8 Online ordering, processing purchase orders, invoices – coded, processed and filed

### 4. HR / Staff Support / ITC

4.1 Maintain staff files

4.2 Maintain staff training records on HR.Net and Databridge

4.3 Maintain Databridge records for staff and Learners

4.4 Maintain ERIC records for staff and Learners

4.5 Assist all staff with IT access and associated issues

4.6 Maintain single central DBS record for external partners and non-Sense staff

4.7 Maintain Achievement, Care and Behaviour event records on Databridge

4.8 Support Manager to prepare and update Accessible Information Profiles for all learners as necessary

4.9 Maintain and update record of Annual Consent relating to use of images and video of learners throughout the academic year

4.10 Maintain and update local register and signing in and out sheets

### 5. Health & Safety / Maintenance / Vehicles

5.1 Ensure the weekly vehicle checks have taken place and are in line with Sense policy

5.2 Organise annual vehicle servicing and ongoing repairs as required

5.3 Organise six monthly LOLER checks, and maintain compliance with Sense policy and current regulation

- 5.4 Ensure the daily Health & Safety checks (e.g. room temperatures/fridge temperatures) have taken place and the staff have copies of the relevant forms to fill in
- 5.5 Organise weekly Legionella checks
- 5.6 Arrange for Property Tracker to be updated with Health & Safety Information when necessary to maintain compliance
- 5.7 Arrange for servicing and maintenance for Hoists, Slings and specialist equipment, in line with current regulation
- 5.8 Monitor and maintain records of regular servicing
- 5.9 Liaise with landlord regarding intruder alarm servicing and maintenance
- 5.10 Liaise with landlord regarding fire alarm and equipment servicing and maintenance
- 5.11 Liaise with Maintenance regarding servicing and maintenance of emergency lighting systems
- 5.12 Support manager to update Fire Emergency Plan annually, or as required by current regulation or changes at the setting
- 5.13 Support manager to update Personal Emergency Evacuation Plans for all learners, staff and regular visitors annually, or as required by current regulation or changes at the setting

## 6. General duties

- 6.1 Be prepared to assist Centre staff with certain functions e.g. visits from external agencies, fundraising teams or dignitaries
- 6.2 To complete a daily attendance register
- 6.3 Update master Timetable and Individual Timetables, termly or as required by Manager/Senior Centre Staff
- 6.4 To ensure that individual student files are kept up to date at all times.
- 6.5 To ensure that all Centre filing is up to date and compliant without exception.
- 6.6 Liaise with line manager to ensure stationery, photocopier and printer supplies and other items are stocked appropriately
- 6.7 Liaise with engineers to solve problems with the computer system or any other support equipment in the office
- 6.8 Ensure all notice boards in reception area and conference/meeting room display new and relevant information
- 6.9 Work effectively as a team member with other staff
- 6.10 Where requested, take clerical work from other staff on an overflow basis
- 6.11 Liaise with the Building Services Officer in order to anticipate the arrival of external contractors and arrange parking on site for visitors
- 6.12 Perform any other duties assigned by the Education Service Manager or senior Centre staff

6.13 Participate in training opportunities, where appropriate

6.14 Attend regular supervision and annual appraisal meetings

## Person Specification

### Education Service Receptionist

<b>Skills &amp; Abilities</b>	
Excellent telephone manner and communication skills	Ability to communicate well with Families, external professionals and people from wide ranging backgrounds
A professional, friendly and welcoming manner and appearance	Dedication to Sense as an organisation and to Knapwell as a Centre
Excellent organisation skills	Ability to work as part of a team
Respect for confidentiality, discretion and sensitivity	Good keyboard skills
Good time management skills	Ability to manage own workload effectively
Computer literate (Microsoft Office)	A commitment to ensuring tasks are completed to a high standard and in compliance with Sense brand
Able to work independently	Ability to drive
Ability to show initiative	