



**Europa School UK**  
Thame Lane  
Culham, Abingdon  
Oxfordshire  
OX14 3DZ

## JOB DESCRIPTION

Post: Receptionist

Grade: NJC Grade Scale 2, Spine Point 11-13

Part-Time

Line Managed by: School Business Manager

Purpose of the Job: Provide an efficient and effective front-of-house service.

### Main Responsibilities

- Field face-to-face enquiries from parents, pupils, staff and visitors in a polite and efficient manner.
- Maintain registration of pupils in the Management Information System (SchoolBase) and produce relevant reports – absence lists, fire lists, bus lists, medical records, school trips.
- Operate a busy switchboard politely and efficiently, directing calls to other persons within school or elsewhere as appropriate and taking accurate messages for prompt dispatch to their intended recipient.
- Take prompt and appropriate action in response to these and any other queries.
- Maintain an overview of the Reception area as a whole, including the visitors' seating area, and take action as appropriate to ensure it is maintained as an attractive and welcoming environment.
- Deal with instances of child sickness, initiate response to accidents and administer First Aid when needed.
- Ensure safeguarding policies are scrupulously adhered to, particularly as regards arrangements for signing visitors in and out and for responding to the presence of intruders on site.
- Assist as required day-to-day administrative tasks, as directed by the School Business Manager.
- Maintain a working knowledge of all key tasks and activities within the team, in order to facilitate internal cover arrangements, in the event of any absence.
- Participate as appropriate in the school's agreed Performance Management Programme.
- Demonstrate a commitment to own continuing professional development, through participation in appropriate training.
- Maintain awareness of and comply with all relevant school policies –particularly any matters relating to Confidentiality, Safeguarding, Health & Safety or Equal Opportunities.
- Undertake any additional duties or responsibilities, commensurate with the scope and grade of the post, as reasonably directed by the Principal or other immediate line manager(s).

## Person Specification

### Qualifications:

- Educated to at least Level 2 (5 A\*-C GCSEs or equivalent, including Maths and your first language)

### AND/OR

- Appropriate relevant administrative experience
- Level C2 language competence in at least one of English, French or German
- Minimum B2 Language competence in English

### Experience

- Experience of front office reception duties in a school or other comparable organisation

### OR

- Experience of interfacing directly with members of the public or children in a school or other comparable organisation
- Skills and Understanding
- Good organisational, communication and interpersonal skills
- Good level of technical competence in all areas relevant to the post
- Understanding of and commitment to the ESUK aims and the challenges and opportunities facing the school
- Understanding of the need for and commitment to the importance of flexible working across the whole support staff team
- Understanding of the need for and commitment to maintaining excellent attendance and punctuality

### Qualities

- A positive attitude to work and life
- Able to adapt quickly to changing circumstances and take speedy appropriate action when circumstances require it.
- Hard-working, resilient and professional.
- Commitment to own continuing professional development and to supporting the continuing professional development of others