



## Job Description – P/T Receptionist – job share

### Monmouth School for Boys

The Job Description is not intended to be an exhaustive list of responsibilities but should accurately represent your contribution to the Haberdashers' Monmouth Schools. Your Job Description should be reviewed every two years as part of the Appraisal Process.

#### Working Hours:

Mon – Fri (22½ hours per week) 12.30pm to 5pm, term time plus up to 21 days to provide cover at the beginning and/or end of each term and exam result periods, a total of 38 working weeks.

Saturdays: 8.15am to 12.30pm (approx. 10 per annum)

**Responsible to:** The Foundation Bursar through the Senior Administration Manager.

#### Summary of the Role:

The Receptionist looks after the management and operation of the School's telephone system, dealing with incoming calls as required and receives visitors to the School in a professional manner. They should be proactive and a good team player.

#### Main Duties and responsibilities

##### Telephonist

1. To deal with incoming calls.
2. To transfer calls as required to appropriate extensions.

##### Receptionist

1. To greet visitors on arrival at the School and to deal with their needs.
2. To provide security passes to visitors and to maintain visitor records.
3. To deal with registration procedures and absence recording.
4. To manage all outgoing mail.

##### General

1. Providing administrative support to the Headmaster's PA.
2. Assisting with the selling and distribution of tickets for school productions/events.
3. Other general typing and administrative duties as required
4. Send communications from staff to parents/guardians using software package InTouch (SIMS)

##### Key Skills

1. Excellent telephone manner and ability to remain calm under pressure.
2. Excellent interpersonal skills.
3. General computer skills with knowledge of Outlook, Word and Excel.

You may be required to undertake such other reasonable duties from time to time as the School may reasonably require.



## Person Specification

### Receptionist (part time)

<i>Essential</i>	<i>Desirable</i>
<b>Qualifications</b>	
<ul style="list-style-type: none"><li>• Minimum Maths &amp; English at GCSE, Grade B or equivalent</li><li>• RSA Typing or Word Processing qualification</li></ul>	<ul style="list-style-type: none"><li>• ECDL or other Computer Qualification</li></ul>
<b>Experience</b>	
	<ul style="list-style-type: none"><li>• Recent administrative work</li><li>• Experience of database operation</li><li>• Previous work with young people</li></ul>
<b>Skills</b>	
<ul style="list-style-type: none"><li>• Proficient in the use of Microsoft Word and Excel</li><li>• Good interpersonal skills</li><li>• Ability to work independently</li><li>• Ability to work accurately with attention to detail and to tight timescales</li><li>• Ability to deal with difficult/sensitive situations in a calm and sensitive manner in person and over the telephone</li><li>• Good telephone manner</li></ul>	
<b>Personal Attributes</b>	
<ul style="list-style-type: none"><li>• Calm under pressure</li><li>• Takes pride in their work</li></ul>	
<b>Other Factors</b>	
<ul style="list-style-type: none"><li>• Flexible approach</li><li>• Willingness to undertake additional training (on occasion outside normal working hours)</li></ul>	



# Haberdashers' Monmouth Schools

## **Package**

- Salary:** Haberdashers' Monmouth Schools Support Staff Pay Scale Band 2 points 3 – 8, £8.60 per hour to £9.40 per hour (over 18s)
- Holidays:** 4 weeks paid holiday per annum (during normal school holidays), rising to 5 weeks after 2 years and 6 weeks after 5 years pro rata
- Pension:** The School operates a contributory money purchase scheme subject to fulfilling qualifying criteria

## **Applications**

Applications must be made on an official application form but may include a full CV. Please return your completed application form by email to: [recruitment@habsmonmouth.org](mailto:recruitment@habsmonmouth.org) or, if returning your application by post, please clearly mark your envelope "Job Application" and send it to:

Miss M Boulton  
HR Administration Manager  
c/o Monmouth School for Girls  
Hereford Road  
Monmouth  
NP25 5XT

***The closing date for applications is 20th March 2019***