



Job description

Front of House (Receptionist/Administrator) – maternity cover

A Unique Opportunity for an Outstanding Candidate

Reporting to the Head of Operations (Estates), the job-holder will manage the Front of House and provide an excellent service to all staff, pupils and visitors. As the first point of contact when arriving at the School, the post holder will be welcoming, professional and organised and have a good knowledge of activities going on in the School.

At the heart of King Alfred's philosophy is our child-centred approach. This has been the practice here since the school first opened in 1898, and remains equally true today. We seek to provide a well-rounded education that focuses on what is best for the whole child, and on the development of character and individuality. We are looking to recruit a motivated individual who is excited to be the 'face' of our vibrant community and whose values align well with our own.

The post holder will be responsible for:

- **Managing an efficient and effective Front of House service** including managing the switchboard, photocopiers and photocopying, postal and franking services, and ensuring that the front of house is clean and tidy.
- **Implementing Front of House security and safeguarding procedures**, including the access control systems, the safe management of road crossings and vehicle entry and exit
- **Supporting School events**, playing a lead front facing role
- **Line managing the Security Officer** and playing a key role in the Estates management team.

Key Responsibilities of the Role

Manage the Front of House service

Serve as the main point of contact at the front of house providing a warm welcome, offering refreshments, giving information on health, safety and welfare and liaising with staff members

- Professionally manage the switchboard, answering/dealing with calls as appropriate, keep up-to-date internal telephone lists and filter calls, as appropriate
- Receive, store, distribute and log deliveries
- Oversee the school photocopiers, ensuring that supplies are up-to-date and repairs are dealt with promptly
- Photocopy, laminate and bind documents for staff, as required.

Implement security and safeguarding procedures

Ensure that all those who enter the School are appropriately logged and checked, that young children cross the busy road safely and that the front of house is clean and tidy.

- Sign in visitors and contractors to the school using the InVentry sign-in system, ensuring that appropriate checks have been carried out, and issuing them with a security/ID pass, collecting and erasing data in line with GDPR



- Oversee the effective use of the school student and staff biometric access system
- Ensure safe access and egress of vehicles, arrange visitor and contractor parking, and keep the front of house clean and tidy
- Act as a Fire Marshall in the event of an emergency and be a qualified school first aider (training will be provided)
- Ensure that children crossing the road from one site to another do so quickly and safely.

Play a lead front facing role in School events:

Contribute to the smooth running of events.

- Welcome visitors during open days, parent evenings and other KAS and KASS events, checking identity and whether or not they are ticketholders
- Support the teaching and other staff to communicate the event and ensure that visitors know where to go and have information on both the event and safety and security procedures
- Coordinate special deliveries for events.

Line Manage the security officer and play a key role in the estates' management team

Provide leadership and direction to the Front of House and contribute to the overall management of the estates team.

- Line manage the security officer, and take part in regular meetings of the estate's management team
- Continually seek opportunities to improve systems and processes
- Support one-off special projects and carry out other tasks in areas related to the role, as required.

Person Specification

The post-holder should be warm, friendly and efficient and have:

- Excellent interpersonal skills, polite, calm, outward going, and able to quickly recognise and relate to individuals including students of all ages
- Strong organisational skills with the ability to multitask within a demanding and sometimes pressurised environment
- A proactive and flexible approach, as well as a can-do attitude which is vital in order to take on the varied, and sometimes ad hoc, tasks that the role encompasses
- Ability, on occasion, to deal with challenging situations, to think on their feet and respond accordingly
- Knowledge of MS Office suite

Hours of work

The post-holder will work term time only from 8:00-16:00pm with a 30-minute paid lunch break. From time to time there will be opportunities for overtime.

All members of the King Alfred School community are committed to safeguarding and promoting the welfare of children.