Wiltshire Council

School Support Staff

Job Profile

Reference :	SCH043 Grade C

Job Title :	Receptionist/Switchboard Operator (Primary)

Main Job Purpose :	Welcoming and directing visitors to relevant location or person; answering busy switchboard and taking messages appropriately.

Main Duties :

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1.	Welcome all visitors to the school - issue visitors badges - find destination
2.	Answer a busy switchboard and mostly taking messages as staff are teaching
3.	Deal with the outgoing post, and ensure all incoming deliveries go to the appropriate place
4.	Undertake general word processing of a range of documents in support of the office.
5.	Answer all support calls from teaching staff and necessary paperwork - also isolation forms
6.	Booking of the Conference Room for various meetings
7.	Dealing with pupil enquiries in the first instance. If required and trained, perform first aid to pupils where necessary
8.	Designate all lost property to appropriate places
9.	Answer staff enquiries related to the reception/switchboard function
10.	Liaise with staff on break and lunch time duty with walkie-talkies - action if necessary

Supervision and Management
The jobholder has no regular supervisory responsibility for staff but may be required to assist in work familiarisation for new recruits.

Creativity & Innovation (i.e. problem solving)
The jobholder is occasionally required to use creative skills to resolve problems such as where different calls should best be routed to, who could best assist a visitor.

Key Contacts and Relationships	Reason for Contact
Parents	Examples: Parents phoning, including dealing with sensitive situations which need tact and diplomacy
All internal staff	Messages to be relayed
Other Schools	Making or cancelling appointments
Caretaking Staff	Also relaying services that are required by other staff.
External Agencies	Contact about appointments etc.

Decision Making
The jobholder follows procedures and has some discretion over the order in which to carry out their work. The jobholder is expected to resolve routine problems encountered on the job but to seek assistance for anything unusual or difficult. The jobholder makes recommendations to callers regarding an appropriate person for them to speak to.

Resources
The jobholder may occasionally deal with small amounts of money but is not normally personally accountable for the accurate handling/security of incoming cash, cheques or other financial resources.

Working Environment
There is regular background noise e.g. from pupils, visitors, which is moderately disruptive. The jobholder is regularly the first point of contact with members of the public relating to matters of contention

Knowledge and Skills
The jobholder needs the ability to undertake a range of tasks related to switchboard/reception/office support, involving the application of rules, procedures and techniques. A good standard of practical knowledge and skills, including interpersonal skills on the phone and face to face, is required. New starters are required to learn and apply a series of procedural rules governing the reception/switchboard function in the school.