



Receptionist



reports to:	Office Manager
hours:	8.30am to 12.30pm, Monday to Friday, term-time
contract:	permanent
salary:	£20,441 (FTE) / £9,811 (actual)
start date:	January 2023

About the role

We are looking for a positive and experienced receptionist who is able to multi-task and provide a professional service to visitors, staff and students.

This is a rewarding role where you will work in a busy environment, mixing with a wide range of people – students, parents, staff and visitors. As the welcoming front face of the school (either in person or over the phone), your main responsibility will be giving the highest standard of customer service in a friendly, calm and professional manner. You will also undertake a range of administration duties supporting departments across the school.

Your personality and interpersonal skills are key to this role. You will be the first interaction that visitors and parents will have on visiting the school and you will be expected to demonstrate the school's values of positivity, ambition, resilience and thoughtfulness on a daily basis. Strong written and verbal communication skills are essential, as well as good organisational skills.

Responsibilities include:

- Greeting and checking-in visitors
- Making and receiving phone calls
- General administrative tasks such as filing, scanning and sorting the post
- Responding to queries and signposting appropriate support

The role will be highly rewarding for the right candidate who can work seamlessly with the wider team and can take instruction, as well as acting under their own initiative. It will suit someone who thrives in a fast paced environment who wants to make a positive difference on a daily basis.

About the school

The school is very proud of its caring commitment and innovative approach to educating the community of young people in the area, with award-winning programmes designed to help students in Year 7 – 11 thrive in a high school environment and open pathways to their future.

As part of the BePART Educational Trust established by nationally leading sixth form Birkenhead Sixth Form College, the school encourages students to raise aspirations and unlock their true potential through adopting the school values which are intrinsic to everything we do, across all staff and students – **Positivity, Ambition, Resilience** and **Thoughtfulness**. Our values shape every interaction with have and are core to our success in nurturing both academic and personal success for every student.

Person specification

Qualifications	essential	desirable
A level or equivalent		✓
Experience / Knowledge / Skills / Abilities		
Experience of working as a receptionist within a busy customer facing environment	✓	
Good level of computer literacy (word, excel, outlook, teams etc)	✓	
Outstanding written and verbal communication skills	✓	
High level of accuracy and attention to detail	✓	
Ability to prioritise and meet deadlines	✓	
Well organised and able to follow processes	✓	
Excellent interpersonal skills	✓	
Flexible and adaptable to the needs of the school	✓	
Ability to work effectively and with pace under pressure	✓	
Be responsive to queries and work professionally to resolve issues	✓	
Provide a high level of customer service to students and their parents	✓	
Be confident to have difficult conversations	✓	
Work well as part of a team and using own initiative	✓	
Experience of working in an educational setting		✓
To demonstrate a commitment to:		
The School's values of Positivity, Ambition, Resilience & Thoughtfulness	✓	
Personal development and training	✓	
Safeguarding & promoting the welfare of students	✓	
Equality & diversity	✓	

How to apply

If you are ambitious and determined to make a meaningful difference in this pivotal role, then we would be delighted to hear from you.

Please complete the Support Staff application form and email it to recruitment@birkenheadparkschool.com

www.birkenheadparkschool.com/vacancies/staff-vacancy-application-forms

closing date: 12 noon, Monday 5 December 2022
 provisional interview date: Wednesday 14 December 2022

Ambition **AND**
EXCELLENCE
FOR ALL

The Birkenhead Park School is committed to safeguarding and promoting the welfare of children. Successful applicants will be subject to an enhanced DBS check. Applications will only be considered when submitted on a fully completed application form. All applicants will be considered on the basis of suitability for the post regardless of age, sex, race or disability.