



ERSKINE STEWART'S MELVILLE SCHOOLS

JOB TITLE	<ul style="list-style-type: none">• ePlus Receptionist
CONDITIONS OF ROLE	<ul style="list-style-type: none">• Contract Type: Permanent, term time, part time• Working Pattern: Monday to Friday, 2pm to 6pm• Working Hours: 20 hours per week

ROLE DETAILS	
PURPOSE OF THE ROLE	The e-Plus Receptionist provides an efficient, friendly and welcoming service to all of our families who use e-Plus. They are required to ensure the secure and safe collection of our youngest children in collaboration with colleagues and required to manage the telephone and undertake various administrative tasks assigned by the e-Plus Manager
ACCOUNTABILITY	The e-Plus Receptionist is accountable to the e-Plus Manager.
AUTHORITY	The e-Plus Receptionist has authority as delegated by the e-Plus Manager.
RELATIONSHIPS	The e-Plus Receptionist works closely with the e-Plus Administrator and e-Plus manager to ensure that there is a shared and co-ordinated approach to all the work which takes place at Reception.

DUTIES AND KEY RESPONSIBILITIES	<ul style="list-style-type: none">• To be a friendly, welcoming and supportive 'first voice/face' for all children and parents at New Ravelston.• To accept, alter and amend bookings and staffing information, as and when necessary• To maintain an accurate list of messages and to ensure that these are forwarded and dealt with effectively and quickly.• To process emails sent from parents and process or forward them, as appropriate.• To ensure, as far as is reasonable and practical, in collaboration with other colleagues, the safe collection of all children using the services across both sites.• To complete any other administrative duties as may be reasonably expected by the e-Plus Manager.• To issue School Post communications to parents, as and when required.
--	--

PERSON SPECIFICATION		
	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none">• Previous experience of working at a busy reception	<ul style="list-style-type: none">• Understanding of ESMS structures and procedures• Previous experience of working in a school or educational setting

Skills/ Abilities/ Capabilities	<ul style="list-style-type: none"> • Proficient in the full Microsoft Office package, specifically Word and Excel • Excellent communication skills (orally and in writing) • Experience of building professional relationships with external and internal stakeholders • Excellent interpersonal and communication skills (orally and in writing), with an ability to handle sensitive and confidential information • Ability to multi-task and prioritise own workload with good attention to detail • Independent, self-motivated and organised, with an ability to work as part of a team 	<ul style="list-style-type: none"> • Experience of SharePoint and PASS • Experience of database administration
Personal Attributes	<ul style="list-style-type: none"> • High professional and personal standards • Workplace flexibility and a willingness to adapt to change with regards to how and when work is progressed • Commitment to ESMS values 	<ul style="list-style-type: none"> • Commitment to continuous professional development