

**Job Description**

Title: Reception Services Assistant

Reports to:Business Administration Manager

Based at: Doncaster Deaf Trust

Hours of work: 32.5 hours per week

- Monday to Friday 8am – 3pm

Salary Scale: A22 to A26

**Role**

The Reception Services Assistant plays a vital front-of-house role in ensuring a welcoming, professional and efficient environment for all visitors, students, staff, and stakeholders across all services within Doncaster Deaf Trust. This includes the Trust’s educational settings, residential provisions, therapeutic and community outreach services.

This role is pivotal in creating a positive first impression and ensuring the seamless delivery of administrative and reception services. As the initial point of contact, the Reception Services Assistant offers inclusive and accessible support to all individuals engaging with our organisation.

The position requires a friendly, proactive, customer focussed, and service-oriented approach to uphold the values and mission of Doncaster Deaf Trust, ensuring that every interaction reflects the Trust’s commitment to inclusion, excellence and community support.

**Duties and responsibilities**

By nature of the responsibility, the following list is not exhaustive, but is a guideline as to the main requirements of the role. The Reception Services Assistant must be willing, flexible and prepared to carry out reasonable tasks not necessarily covered within this job description.

1. **Safeguarding**

All staff have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within the Trust which support safeguarding and must act in accordance with the Trusts Safeguarding and Child Protection Policy and Code of Conduct. There is an annual commitment to training and legislative updates which is required by each individual employee.

1. **General Duties**
2. To provide a pro-active service in a busy, fast paced front of house administrative services function.
3. To be based in the main reception office, operating within and leading on the day-to-day operations of the main reception, ensuring a high level of customer focus, service satisfaction and effective management of visitors and guests of the Trust.
4. Act as the first point of contact for visitors, ensuring a warm, professional, and inclusive welcome.
5. Manage visitor sign-in procedures, issue passes and maintain accurate records in line with safeguarding and security policies.
6. Answer and direct incoming telephone calls, taking accurate messages and ensuring clear communication.
7. Manage bookings for the conference room suites, including room preparation, coordinating refreshments and maintaining equipment.
8. Ensure the reception area is tidy, welcoming and presentable at all times.
9. Receive and distribute post and deliveries in a timely manner.
10. Provide administrative support as required, including data entry, photocopying and filing.
11. Liaise with staff across the Trust to support smooth operations and effective communication.
12. Uphold Doncaster Deaf Trust’s values of inclusivity, professionalism and respect at all times.
13. Provide tailored assistance to individuals with communication or accessibility needs, ensuring inclusive service delivery.
14. Act as a key contact point during emergency situations, following established safeguarding and evacuation protocols and liaising with relevant staff and, where required, the emergency services.
15. Maintain and update the visitor management system, appointment systems, and internal databases to ensure accurate and secure record-keeping.
16. Assist with the coordination of Trust events, including open days, training sessions and community engagement activities, ensuring smooth logistics and guest experience.
17. Monitor and replenish reception supplies (e.g., stationery, visitor badges, refreshments) and report maintenance issues to the estates teams.
18. Provide occasional support to other reception points across the Trust’s services, ensuring consistency in service standards and coverage.
19. Handle sensitive information in accordance with GDPR and Trust policies, maintaining discretion and professionalism at all times.
20. Carry out any other duties and responsibilities that are appropriate to the scope and level of the role, as required to support the effective functioning of Doncaster Deaf Trust.
21. **Training**

The Reception Services Assistant, from time to time, will be required to undertake training relevant to the key objectives and responsibilities of the Trust. There are mandatory training requirements that must be completed via Educare.

1. **Working relationships**

The Reception Services Assistant has a day to day working relationship with all departments and is required to cooperate fully with all members of staff and senior managers. A strong customer service focus is essential.

1. **Hours of Work**

The post is 32.5 hours per week.

Hours are fixed between 8am to 3pm Monday to Friday.

Annual leave entitlement is 35 days per academic year September to August.

Weekend work and work outside of normal hours would be by prior arrangement and will attract time off in lieu or overtime payment.

**Person Specification for Reception Services Assistant**

The specific qualifications, experience, skills and values that are required for the role are outlined below.

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| Qualifications and Training | | | |
| Criteria | Essential =(E)  Desirable =(D) | | |
| Minimum GCSE Level 4 or equivalent in English and Maths (or equivalent experience) | E | | |
| Higher level qualification in an associated field | D | | |
| Experience and Knowledge | | | |
| Experience of working in a front of house Reception Services Assistant role, preferably within an educational or corporate environment. | E | | |
| Experience of having a level of autonomy and being able to work as part of a team. | E | | |
| Experience of working with the public, greeting visitors. | E | | |
| Experience of working within the Education Sector and people with disabilities. A knowledge of BSL would be desirable. Training in BSL is provided and is a requirement of the role. | D | | |
| Skills and Abilities | | | |
| High level of knowledge of Microsoft Office and the ability to quickly master other online platforms and software packages. | | E | |
| Excellent organisational, planning and prioritisation skills, including the ability to plan and prioritise own workload. | | E | |
| Excellent interpersonal skills, communication skills, both written and verbal. | | E | |
| The ability to work calmly and professionally under considerable pressure, within a constantly changing environment, and to short deadlines without compromising quality and standards. | | E | |
| The ability to deal with confidential and sensitive information and situations with diplomacy, discretion and tact. | | E | |
| Behavioural, Values and Ethos | | | |
| The ability and flexibility to work with wider teams and offer support as necessary. | | | E |
| Evidence of/ commitment to ongoing professional development. | | | E |
| Commitment to the Trust, and promotion of Equality, Diversity and Inclusion. | | | E |
| Commitment to safeguarding and promotion of a safe environment for children, young people to learn in. Promote a safe working environment for staff. | | | E |

Reception Services Assistant: ……………………………………………….

Date:……………………………………………………………………………

Business Administration Manager …………………………………………..

Date: …………………………………………………………………………….