

Job Description

Post Title: Receptionist/Clerical Assistant
Post Grade: APT & C Scale 3 points 5 - 6
Hours: 3 days per week (Monday - Wednesday) term time only

Purpose of the Role

- To act as the first point of contact at Reception for staff, students, parents, visitors, and contractors.
- To provide general clerical and administrative support to the school office and teaching staff.

Line Management & Supervision

Reports to: Headteacher and Senior Leadership Team

Supervisory responsibility: Oversight of pupils in the Reception area, when appropriate.

Decision Making Responsibilities

- Expected to use discretion and judgement when handling sensitive or confidential matters at Reception.

Responsibility for Assets

- Ensure appropriate and responsible use of office equipment (e.g. photocopiers, telephones, computers).
- Maintain the safety, tidiness, and organisation of the Reception and General Office areas.
- Maintain confidentiality of student, staff, and school information at all times.

Key Working Relationships

- Teaching and support staff
- Pupils
- Parents and carers
- Governors
- Visitors and external guests
- Contractors and tradespeople

Key Duties and Responsibilities

Reception Duties:

- Act as first point of contact at the school reception.
- Handle incoming telephone calls promptly and professionally.
- Welcome and assist visitors, staff, pupils, and parents.
- Escort visitors around the school as required.

- Oversee visitor safeguarding procedures, including DBS checks, ID verification, and signing in.
- Monitor access through the school gate (granting/denying entry as appropriate).

Administrative Duties:

- Respond to general office emails and queries.
- Process room booking requests.
- Manage and check taxi arrangements for pupils.
- Handle deliveries.
- Provide photocopying and general administrative support to staff.
- Maintain the reception area, ensuring it is tidy and presentable.
- Provide basic support to pupils when needed.
- Complete general typing and clerical tasks as required.
- Carry out any other reasonable administrative duties as directed by the line manager or SLT.