



JOB DESCRIPTION

RECEPTIONIST

Purpose:	As a member of the support staff team, to provide a high-quality reception service and to undertake routine clerical duties.
Reporting to:	Office Manager
Responsible for:	None
Liaising with:	Students, visitors, delivery staff, colleagues at The Radclyffe School, staff at partner schools, members of the public
DBS Check	Enhanced Level
Working Time	Monday – Friday, Term Time only (190 days), 36 hours, 40 minutes a week (8:00am – 3:50pm)
Salary	NJC Grade 2 Points 4-6, £20,363 – £22, 221 (pro rata applied)

SPECIFIC DUTIES

1	Be the first point of contact for visitors, ensure all visitors are welcomed to the school, issued with a visitor pass and appropriate forms completed in line with the school safeguarding policies and procedures. This includes greeting supply staff and providing them with the relevant resources for the day.
2	Maintain computerised and manual student records and provide information as required
3	Undertake routine clerical duties
4	Operate the switchboard, answer incoming calls and dealing with any queries, passing on those which need assistance from other colleagues.
5	Support the administration duties undertaken by other colleagues in the administration team
6	Ensure building security by monitoring entry to and exit from the school site
7	Assist in data collection and information retrieval as required

GENERAL DUTIES

8	Work with the Office Manager to identify resource needs and to contribute to the efficient / effective use of physical resources
9	Actively promote the school’s policies, procedures and codes of practice, including those relating to Health and Safety, Equal Opportunities, Appraisal etc.

10	Understand the importance of inclusion, equality and diversity both when working with students and colleagues and to promote equal opportunities for all
11	Take a proactive approach to health and safety, working with others to minimise and mitigate potential hazards and risks (including safeguarding students)
12	Maintain confidentiality and observe data protection and associated guidelines where appropriate
13	Be a qualified Fire Marshall and First Aider
14	Undertake such duties and responsibilities at a similar level as may be agreed with the Head teacher
This job description is current at the date shown, but following consultation with you, may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.	
Date: November 2024	Headteacher Mr J Cregg



The Radclyffe School

“Working Together for Excellence”

PERSON SPECIFICATION RECEPTIONIST

	Essential	Desirable	How Assessed
Qualifications & Training There must be evidence that you...	<ul style="list-style-type: none">• have GCSE English and Maths (Grade C or above) or equivalent• are numerate• have good written and speaking skills• are IT literate		Application form & Certificates Interview
You must have experience of....	<ul style="list-style-type: none">• working with people• working in a team• working on your own initiative• prioritising workload• organising work tasks• using Microsoft Office applications – Word, Outlook and internet access	<ul style="list-style-type: none">• accessing and data entry on excel spreadsheets• experience and knowledge of management a school MIS or other relevant software packages to be desirable.	Application Form, Interview & References
You must have the ability to.....	<ul style="list-style-type: none">• be personable and welcoming• be efficient and business like• relate to visitors, colleagues, parents and students (in person, by telephone and by email)• pay meticulous attention to detail• set high standards for yourself and the school environment• assist and support colleagues as workload dictates		Interview & References
The job also requires you to...	<ul style="list-style-type: none">• relate to and promote the ethos of the school• undertake training as required• be punctual• have excellent attendance *		Interview & References *Reference following job offer