

Receptionist / Administrator

Job Description

Normal place of work:	Crosshill School
Responsible to:	Operations Manager
Responsible for:	N/A
Hours of work:	37 hours per week, term time + 5 days
Salary:	(Grade C, SCP 3-5)

SPECIAL CONDITIONS OF SERVICE

- Annual leave to be taken in school closure periods
- Attendance at evening meetings may be required
- Be prepared to offer flexibility in hours

Job Purpose

- To provide courteous and efficient reception support
- Manage calls effectively to ensure a professional service
- Control access to the reception area from other staff members
- Undertake general Reception duties
- Provide an efficient, responsive and high-quality administrative service to the school

KEY RESPONSIBILITIES

Reception

- Act as the public face of the organisation through excellent customer service on reception and hospitality duties with awareness of the additional requirements or needs of visitors in order to make the school welcoming
- Take responsibility for front line safeguarding, ensuring that access to the school is controlled

Ensure visitors to the school use the school Sign in app system to sign in and out of school. Welcome visitors to the school and ensure they are signed in and allocated appropriate visitor clearance in accordance with the schools safeguarding procedures

- Ensure all visitors are accounted for during a fire evacuation using Sign in App
- Verify visitors and supply staff photo ID
- Be responsible for maintaining the professional appearance of the main reception area ensuring up to date marketing materials are available i.e. newsletter
- Accept deliveries and arrange distribution to the relevant department in conjunction with the site team
- Ensure visitors are parked with consideration of neighbours and the school disabled bays
- To update the SCR for agency staff and contractors

Switchboard

- Respond to telephone, email and face to face enquiries from parents, staff, pupils and the public in a courteous and professional manner
- Take messages and relay them quickly and accurately

Administration

- Manage, in a timely manner, the general school email account, forwarding on to the relevant people or responding as appropriate
- Deal with all incoming mail and ensure that it is distributed to staff appropriately
- Maintain manual and computerised records / returns / management information systems
- Order staff ID badges and distribute
- Produce emails and letters to parents
- Send text messages to parents and staff using Arbor
- Be responsible for maintaining an up to date internal telephone directory
- To produce a termly reports for the School Operations Manager on staff punctuality
- Send daily all staff email with relevant messages
- To input new and updated information on the school's computerised systems
- To support the administration of school lunches
- To co-ordinate meeting room bookings on the schools electronic calendar
- To co-ordinate minibus bookings on the schools electronic calendar
- To produce the termly newsletter

Other

- To work flexibly to meet the changing needs of the Trust
- Be aware of and comply with policies and procedures relating to child protection, safeguarding, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person as soon as they arise
- Attend events or meetings out of normal working hours as required
- Undertake other tasks as reasonably requested by the School Operations Manager and Senior Leadership team
- Follow school ethos and values of aspiration, integrity and resilience
- To keep professional knowledge up to date by attending briefings, undertaking training and keeping abreast of DfE requirements, legislation and procedures
- To support with Parents evening bookings

Job Description Prepared by: H Lawrenson	Signed: <i>HLawrenson</i>	Date: 14/05/2026
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Person Specification

CRITERIA	Experience, Qualifications and Training: On their application form, candidates will demonstrate that they have the following training, qualifications and school experience:	
ESSENTIAL		DESIRABLE
<ul style="list-style-type: none"> GCSE Maths and English at Grades C or above (or equivalent) 		Knowledge of Arbor
CRITERIA	Ability, Skills and Knowledge: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:	
ESSENTIAL		
<p>Proven experience of working on a Reception</p> <p>Ability to communicate verbally and in writing effectively and confidentially with persons at all levels</p> <p>Ability to deliver a high standard of customer service</p> <p>Ability to deal with situations under pressure in a tactful, calm and confident manner</p> <p>Ability to work collaboratively and independently</p> <p>Proven administration experience</p> <p>Demonstrate the ability to operate various software packages i.e. Microsoft Word and Excel</p>		
CRITERIA	Personal style and behaviour: In their statement of suitability and during the selection process, candidates will explain how they have they demonstrate their personal style and behaviour:	
ESSENTIAL		
<ul style="list-style-type: none"> Candidates should demonstrate excellent interpersonal and communication skills, alongside a friendly, proactive and personable approach. The successful candidate will be expected to interact confidently and professionally with visitors and stakeholders on a daily basis. 		