

POST TITLE:	Receptionist/Administrator
RESPONSIBLE TO:	Administration Manager
GRADE:	Band 2 (SCP 4)
WORKING WEEKS:	25 hrs/wk (7.30am – 12.30pm), term time + 5 days (47 weeks)
PURPOSE OF POST:	Provide reception duties, being the first point of contact for parents, staff and visitors to the school, and undertake routine clerical and administrative duties.

MAIN DUTIES/RESPONSIBILITIES

- To act as the first point of contact and deal with enquiries by telephone and face to face ensuring that they are dealt with effectively e.g. answering routine queries, directing enquiries and taking messages where appropriate.
- To undertake typing and word-processing and to write basic letters accurately and in a timely manner as required by senior staff.
- To lead administration of texting systems and email systems, updating contact information, setting up groups and forwarding communications to parents and carers.
- To manage request slips and collate attendance information for extra-curricular activities.
- To assist with the maintenance and update of manual and computerised records / management information systems.
- To provide routine administrative support duties including photocopying, filing, the completion of forms, production of labels and mail shots.
- To undertake diary management as required, including arranging rooms and ensuring refreshments are arranged for meetings.
- To manage the school email account, ensuring it is checked regularly and emails received are responded to efficiently or forwarded to the appropriate person.
- To ensure that all visitors to school are received courteously, punctually and in-line with school security procedures.
- To assist with pupil first aid/welfare including: looking after unwell pupils, maintaining bumped head slips and liaising with parents/staff etc.

- To administer school trips and/or school dinner menu choices.
- To provide cover / assistance to other members of staff as required.
- To participate in relevant school activities and processes including performance management, attendance at staff meetings, involvement in CPD sessions and school functions as required.
- To respect confidential issues linked to home / pupil / teacher / school work and to keep confidences as appropriate.
- To undertake any other relevant duties commensurate with the grading of the post which may be required by senior staff.
- To support and promote the ethos and wider life of the school and to make a contribution to this shared responsibility.
- Ensure that you work in line with all the Academy/Trust policies and procedures and ensure that you are aware of your obligations under these.
- Behave according to the relevant Trust Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
- To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
- You are required to safeguard and promote the welfare of children/students for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
- This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
- This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment, the employee will be subject to rechecking as required from time to time by the Trust.
- Any other duties of a similar nature related to this post that may be required from time-to-time.

Last Reviewed: April 2025

**PERSON SPECIFICATION
RECEPTIONIST**

Key

- A** Application form including personal statement
S Selection Process including interview
R Employment References
C Certificates
D Enhanced Disclosure and Barring Services Criminal Check

Criteria number	Criteria	Essential / Desirable	Stage identified
	Qualifications		
1.	English and Maths equivalent to GCSE Level 4 or above	E	A,C,S
2.	Word Processing, Typing or Business Administration qualification	D	A,C
	Experience & Knowledge		
3.	At least 6 months' previous administrative experience gained in a busy environment	D	A,S,R
4.	Knowledge of Data Protection requirements and ability to maintain confidentiality	E	A,S,R
5.	Experience of face-to-face and telephone reception duties	E	A,S,R
6.	Awareness of child protection issues	D	A,S,R
	Skills		
7.	Ability to relate to and communicate effectively with a range of people including children and adults	E	A,S,R
8.	Ability to work successfully at part of a team	E	A,S,R
9.	Ability to maintain accurate records with good attention to detail	E	A,S,R
10.	IT literate and capable of using MS Word, Excel and Office packages	E	A,S,R
11.	Ability to greet visitors to the school in a welcoming and professional manner	E	A,S
12.	Experience of using Arbor	D	A,S

Criteria number	Criteria	Essential / Desirable	Stage identified
	Personal Attributes		
13.	Willingness to engage with appraisal, development and training opportunities and apply the knowledge and skills gained	E	S, R
14.	Ability and commitment to understand and comply with school and Trust policies and procedure	E	S
15.	Ability to promote fairness and demonstrate high personal standards	E	S, R
16.	Self-motivated and enthusiastic approach to work	E	S, R
17.	Ability to deal with issues in a calm and professional manner	E	S, R
	Special Requirements		
18.	Commitment to safeguarding pupils and suitability to work with young people	E	A,S,R,D
19.	Ability to form and maintain appropriate relationship boundaries with children	E	A,S,R,D
20.	Ability to attend occasional events outside the school day	E	S
21.	The ability to communicate at ease and provide advice in accurate spoken English	E	S

Employment references will be requested prior to the selection process and any issues arising from these will be discussed at interview. All appointments to satisfactory references.

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