

Job Description for the Post of Receptionist, Bedelsford Chaucer Centre

Job Purpose:

To provide an efficient, professional and welcoming reception and administrative service as the first point of contact for visitors, parents, pupils and staff. The postholder will ensure the smooth running of the front office, support day-to-day administrative functions and contribute to the effective operation of the school.

Key Responsibilities:

- Act as the first point of contact for all visitors, ensuring a welcoming, professional and secure front-of-house service.
- Manage incoming telephone calls and emails, responding to enquiries or directing them to the appropriate staff member.
- Maintain accurate visitor records and ensure all safeguarding procedures relating to visitors are followed.
- Undertake general administrative duties, including filing, photocopying, data entry and document preparation.
- Support the maintenance of pupil and staff records in line with school systems and procedures.
- Assist with the distribution of post, messages and internal communications.
- Support attendance-related administration where required (e.g. recording messages, noting absences).
- Work collaboratively with the wider office team to ensure efficient day-to-day operations.
- Maintain confidentiality and handle sensitive information in accordance with school policies.
- Carry out administrative duties as directed by the Office Manager or senior staff.

Student Facing Duties:

Student facing duties that may reasonably be expected, for example when teaching and teaching support staff are called away in an emergency, including but not limited to:

- Supervising students, both children and adults, in the office whilst they wait for other staff/their parents or carers to return.
- Giving personal medication to students, both children and adults, from their named medication stores (additional training will be provided).
- Leading students, both children and adults, to evacuation points during a fire drill or an emergency.
- Helping to search for students, both children and adults, who have absconded or become lost outside of the premises.

Additional notes

- Job Descriptions are to be reviewed annually
- The responsibilities listed above are the essentials of the post; it is always open to the postholder to propose ways of extending these responsibilities
- This job description is not exhaustive and you may be asked to carry out other duties commensurate with the role.

Person Specification for the Post of Receptionist, Bedelsford Chaucer Centre

The Person Specification shows the abilities and skills you will need to carry out the duties in the Job Description. Shortlisting is carried out based on how well you meet the requirements of the Person Specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your Application Form. If you are selected for interview, you may be asked also to undertake practical tests to cover the skills and abilities shown below.

Area	Requirements	Essential/Desirable
Qualifications	GCSE (or equivalent) in English and Mathematics at Grade 4/C or above	Essential
	Relevant administrative or business support qualification	Desirable
Experience	Experience of working in a customer-facing or reception role	Essential
	Experience of providing administrative support in an office environment	Essential
	Experience of working in a school or educational setting	Desirable
	Experience of using school management systems	Desirable
Knowledge & Understanding	Understanding of the importance of confidentiality and data protection	Essential
	Awareness of safeguarding procedures and responsibilities	Essential
	Understanding of general administrative processes and office systems	Essential
	Awareness of working within a school environment	Desirable
Skills & Abilities	Excellent communication and interpersonal skills, with a professional and approachable manner	Essential
	Ability to provide a welcoming and efficient front-of-house service	Essential
	Strong organisational skills and ability to prioritise tasks in a busy environment	Essential
	Good IT skills, including Microsoft Office applications	Essential
	Ability to work accurately and pay attention to detail	Essential
	Ability to work independently and as part of a team	Essential
	Ability to handle sensitive situations calmly and professionally	Essential
Personal Attributes	Friendly, professional and positive attitude	Essential
	Reliable, punctual and well-presented	Essential
	Calm and resilient under pressure	Essential
	Flexible and willing to support the wider team	Essential
	Commitment to safeguarding and promoting the welfare of children	Essential
	Willingness to undertake training and professional development	Desirable

Orchard Hill College & Academy Trust is proud to be a Disability Confident Employer, committed to creating an inclusive and supportive workplace for all.

Orchard Hill College & Academy Trust endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

*This **Job Description** and **Person Specification** is current but will be reviewed on an annual basis and following consultation with you, may be changed to reflect or anticipate changes in job requirements which are commensurate with the job title and grade in line with the school's changing needs.*

*In line with the statutory guidance in Keeping Children Safe in Education, the Trust reserves the right to request and review references **prior to interview** as part of our safer recruitment process. Any concerns raised will be followed up with the applicant before a recruitment decision is made.*