

JOB DESCRIPTION

POST TITLE: Receptionist

GRADE: Grade D SCP 4 37 hours per week TTO + 10 Days

RESPONSIBLE TO: School Admin Manager

JOB PURPOSE

The School Receptionist is the first point of contact for all visitors to the school, including parents, staff, and pupils. As the 'face' of the school, the postholder must provide a warm, welcoming, and professional service at all times, creating a positive first impression.

The role requires a highly organised and adaptable individual who can manage multiple tasks efficiently, work flexibly, and demonstrate a proactive, 'can do' attitude. The successful candidate must have a **strong and resilient personality**, able to remain calm and professional in challenging situations, including interactions with demanding or difficult parents and visitors.

In addition, the role involves providing administrative support across the school and therefore requires strong IT skills and a high level of accuracy and attention to detail.

MAIN DUTIES AND RESPONSIBILITIES

- Provide a warm and professional reception service, greeting all parents, pupils, staff, and visitors, ensuring a positive experience
- Manage the signing in and out of all visitors, ensuring safeguarding procedures are followed, including issuing visitor badges
- Handle and direct enquiries from pupils, parents, staff, visitors, and external agencies with discretion, professionalism, and confidence; refer matters where appropriate
- Answer incoming telephone calls promptly, transfer calls, take accurate messages, and ensure urgent information is communicated efficiently and confidentially
- Monitor, filter, and forward incoming emails to relevant staff
- Sort and distribute incoming post and prepare outgoing mail, maintaining adequate supplies of postage
- Receive and sign for deliveries, maintaining accurate records, including for confidential items such as examination materials
- Arrange and book transport for school trips and sporting fixtures as required
- Monitor and maintain adequate stock levels of stationery for the main office and reception
- Maintain and update school information systems and databases accurately
- Support the preparation and distribution of communications to parents and carers
- Provide general administrative support, including document preparation (e.g. laminating, binding, newsletters, bulletins)
- Provide reprographics support as required
- Ensure internal communication systems, such as pigeonholes and tutor folders, are kept up to date
- Maintain accurate and accessible fire registers for pupils and staff
- Ensure the reception area is tidy, presentable, and well-maintained at all times

This list is not exhaustive, and the postholder may be required to undertake other reasonable duties as directed by the School Systems Manager or other designated staff.

ESSENTIAL CRITERIA

- Minimum GCSE (or equivalent) in English and Maths
 - Excellent written and verbal communication skills
 - Strong interpersonal skills with the ability to work effectively as part of a team
 - Good organisational and planning skills, with a flexible approach to workload
 - Proficient in ICT, including Microsoft Office and other systems (e.g., Arbor, email, internet, Google Drive – training provided where required)
 - Ability to produce accurate work to a high standard, with strong attention to detail
 - Ability to work independently and as part of a team in a busy and sometimes demanding environment
 - Strong, resilient personality with the confidence to manage challenging interactions, including with difficult parents or visitors
 - Self-motivated with strong multitasking abilities
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DESIRABLE CRITERIA

- Experience using Management Information Systems (MIS) or databases
 - Experience working within an educational or similar environment
 - Experience in a customer-facing role
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GENERAL RESPONSIBILITIES (ALL STAFF)

All staff at Conyers School are expected to:

- Comply with all policies and procedures relating to safeguarding, child protection, health and safety, and confidentiality
 - Promote inclusion and support equal opportunities for all pupils
 - Build positive relationships with colleagues, external professionals, and agencies
 - Contribute to the wider ethos, aims, and values of the school
 - Maintain high professional standards of conduct, appearance, and reliability
 - Attend meetings and participate in training and professional development as required
 - Use individual strengths to support colleagues and contribute to team effectiveness
 - Take responsibility for health and safety and act appropriately at all times
 - Promote equality and challenge discriminatory behaviour
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SAFEGUARDING – PROMOTING THE WELFARE OF CHILDREN AND YOUNG PEOPLE

- To demonstrate a commitment to safeguarding and promoting the welfare of children and young people, staff and volunteers.
- To demonstrate a thorough understanding of safeguarding and safer recruitment policies and procedures, and their application within an educational setting/environment.

This job description outlines the main responsibilities of the role and is not intended to be exhaustive. The postholder may be required to undertake any duties reasonably associated with the role.

Person Specification

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	Essential	Desirable
QUALIFICATIONS/ TRAINING	<ul style="list-style-type: none"> • Minimum GCSE English and Maths 	<ul style="list-style-type: none"> • Training in the use of Arbor
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
EXPERIENCE	<ul style="list-style-type: none"> • Previous experience of working in reception • Experience of working as part of a team 	<ul style="list-style-type: none"> • Experience of working in an educational/institutional environment • Experience of working with management information systems (MIS) and/or databases • Experience in a customer facing role
SKILLS/ KNOWLEDGE	<ul style="list-style-type: none"> • Excellent interpersonal and team work skills with the ability to enthuse and motivate others • Excellent communication (written and oral) skills • Good planning and organisational skills and flexible approach to the management of work • Advanced use of ICT in particular all elements of Microsoft office and other relevant computer software, e.g., Arbor, internet, Google Drive and email (training will be provided to for school specific software as necessary) • Produce work of a high standard, with accuracy and attention to detail • Ability to work as part of a team and on own initiative and with resilience in a busy and sometimes demanding environment • Self-motivated with the ability to multi-task 	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Friendly and approachable manner • Self-motivated • Reliable and punctual • Flexible • A commitment to working as part of the whole school team and supporting the vision and aims of the school • Strong and resilient personality, able to remain calm and professional in challenging situations, including interactions with 	

	demanding or difficult parents and visitors	
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