

Receptionist – Job Description

Job title	Receptionist
Salary range	Grade B: Steps 1-3
Hours	40 hours per week term time only (8am-5pm, including 1-hour unpaid lunch break)
Line management	The role is line managed by the Finance and Resources Director
Job Purpose	
<p>To act as the first point of contact for visitors, parents, staff and pupils at reception.</p> <p>To manage the day-to-day running of all aspects of Reception administration, in a professional, effective and efficient manner.</p>	
Responsibilities	
<ul style="list-style-type: none"> • Act as the first point of call for all general parent/pupil/staff and visitor enquiries received either by telephone, email or in person. Responding within standard procedures or referring the enquiry to an appropriate destination in a timely and professional manner • Ensure the reception area is clean and tidy and projects a professional image • Welcome all visitors to the school courteously and professionally, ensuring they have appropriate security checks and they sign in and out in accordance with school procedures, ensuring there is no unauthorised access to the building • Ensure all visitors to the school are aware of the Health & Safety/Safeguarding/Fire Procedures • In the event of a fire and/or other emergency requiring evacuation, ensure that visitor information is taken to the assembly point and visitors are accounted for • Process and deliver internal and external post/deliveries, ensuring any mail is posted at the end of the day • Take responsibility for the postal keep safe service over periods of school closure • Organise the school's monthly stationery order • Be part of the end of day procedure team, ensuring all students leave the school in a timely manner on the correct mode of transport • Provide cover for members of the school administration team as required • Assist the Administration Officer with ad hoc tasks when working to pressured deadlines • Any other duties as directed by the Line Manager 	
Safeguarding	
<ul style="list-style-type: none"> • All staff are responsible for the safeguarding of children in line with the schools safeguarding (Child Protection) policy. • All staff are responsible for complying with relevant legislation e.g. Health & Safety and Fire Regulations 	

Receptionist – Person Specification

	Essential	Desirable
Qualifications & Knowledge		
Good standard of general education including GCSE English & Maths (or equivalent)	✓	
Full driver's license (and access to own transport)		✓
Experience		
Experience of working in an office or school environment.		✓
Excellent IT skills and experience of using Microsoft Office suite, particularly Word and Excel.	✓	
Experience of working in an office or reception	✓	
Skills and abilities		
Excellent customer service skills with a proactive 'can do attitude.'	✓	
Excellent organisational skills with the ability to prioritise own workload	✓	
Excellent written skills with accurate typing	✓	
Familiar with the use of office equipment	✓	
Willingness to undergo relevant training	✓	
Discreet and confidential	✓	
Personal qualities		
Can remain calm when working under pressure.	✓	
Meticulous and methodical approach	✓	
Adaptable and flexible attitude	✓	
Empathy with pupils and sympathetic to their needs.	✓	
Are trustworthy, reliable and punctual	✓	
Smart and professional appearance and conduct	✓	
Are friendly and work well as a team	✓	