



Job Description & Person Specification

Receptionist

Job Title:	Receptionist
Scale:	Scale 3
Responsible to:	Senior Administrator

Job Purpose:	<ul style="list-style-type: none"> To provide a professional and clerical service to the school
Duties & Responsibilities:	<ul style="list-style-type: none"> To be the first point of contact for both telephone and face to face enquiries and take messages where appropriate ensuring they are passed on to the relevant member of staff. To ensure school security arrangements are always complied with, including the issue of visitors' badges, and signing of the visitors' book. To accept and sign for deliveries as appropriate. To make calls to parents/carers at the request of teachers Trouble shooting problems/issues for parents. To ensure that the reception area is always manned, is welcoming, tidy and has up to date material available. In the absence of the First Aider, to liaise with parents regarding students' sickness/injury. To assist with general welfare of students. To undertake general clerical and admin support as required To access information on the Arbor system for telephone numbers and contact details. To offer support to teachers for various things including locating teachers, students etc. Take personal responsibility for identification of learning, development, and training opportunities in discussion with your line manager.
General:	<ul style="list-style-type: none"> Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with their line manager. Comply with individual responsibilities, in accordance with the role, for health & safety in the workplace. Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, currency, and security of information as appropriate. Take personal responsibility for all personal data within own working environment. Ensure that all duties and services provided are in accordance with the Trust's Equality & Diversity Policy.



- Bridge Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All Staff are expected to confirm they have read and understood KCSIE part one, annually each September.

PERSON SPECIFICATION

Criteria	Qualities	Essential/ Desirable
Qualifications & Training	GCSEs or equivalent at least C/4 grade in English & Maths.	E
	First Aid Qualification.	D
Knowledge & Experience	Recent experience of working in a secondary school.	E
	Experience of reception work.	E
	Experience of school office work.	D
	General understanding of the operation of a school.	D
Skills and attributes	Ability to count and undertake basic calculations.	E
	Good reading and writing skills.	E
	Ability to use Microsoft packages.	E
	Basic understanding of the way in which children develop.	E
	Basic understanding of the learning experience provided by the school.	E
	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults.	E
	Good organisational skills.	E
	Ability to manage own time effectively	E
	Ability to follow instructions	E
Personal qualities	Ability to exchange routine verbal information clearly with children and adults.	E
	Seek support to overcome communication barriers with children and adults.	E
	Ability to negotiate effectively to achieve best outcomes.	D
	Ability to manage difficult or controversial exchanges.	D
	Understand and support the differences in children and adults and respond appropriately	E
	Understand the importance of physical and emotional wellbeing.	D
	Ability to work effectively with other adults in the school.	E
	Ability to provide timely and accurate information	E



Other	Committed to equality and diversity.	E
	Commitment to own continuous personal and professional development.	E
	Committed to our Health and Safety policies and procedures.	E
	Compliance to Data Protection Act 2018 and GDPR principles/ requirements.	E
	Committed to safeguarding and promoting the welfare of children and young people.	E

The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate duties within the context of the job, skills, and grade. This job description will be reviewed periodically and may be subject to amendment or modification at any time after consultation with the postholder.

Last updated June 2026.