



Job Description: Receptionist

Job Title: Receptionist

Reports to: Business Support Coordinator

Pay Scale: Band 1 Support

Working Pattern: Term time, 37.5 hours per week

Role Summary:

The College Receptionist plays a key role in the smooth operation of the school, serving as the first point of contact for students, parents, staff, and visitors. This position involves providing a welcoming and efficient front-of-house service, handling a wide range of administrative tasks, and ensuring effective communication within the school community.

Key Tasks and Activities:

- Greet and assist students, parents, staff, and visitors with professionalism and warmth.
- Monitor and manage the sign-in and sign-out procedures for students, staff, and visitors to ensure a safe environment, ensuring all safeguarding protocols are followed.
- Answer incoming phone calls and direct them to the appropriate staff member or department.
- Handle general enquiries via phone, email, and in person.
- Maintain the school's reception area, ensuring it is tidy and welcoming at all times.
- Assist with the distribution of incoming and outgoing mail, including email correspondence.
- Support the School Operations Officer and other staff with various administrative tasks, including data entry, filing, and document preparation.
- Manage the school's electronic communication systems, such as sending out newsletters, bulletins, and parent notifications
- Assist students with queries and support needs, providing a reassuring presence.
- Assist with first aid duties (training will be provided).
- Ensure adherence to safeguarding principles and procedures at all times.

Key skills and competencies

Essential

- Excellent communication skills both written and verbal
- A positive, professional attitude with a commitment to providing excellent service
- Ability to tailor approach and response to different situations
- Proficient in Microsoft Office (Word, Excel, Outlook) and experience with school management software (e.g., Arbor) is desirable
- Excellent communication and interpersonal skills
- Accuracy and attention to detail
- Committed to providing a high level of customer service
- High level of integrity to maintain confidentiality / deal with sensitive information with discretion
- Commitment to quality and continuous improvement

Desirable

- Previous experience of working in a school environment
- Knowledge of safeguarding procedures in a school environment.
- First aid qualification or willingness to obtain one.

General Accountabilities:

- Be responsible for own safety and not endanger that of colleagues/visitors to the workplace
- Work in compliance with the Codes of Conduct, Regulations and policies of the school, and its commitment to equal opportunities and safeguarding
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.