

WOKINGHAM BOROUGH COUNCIL

## JOB DESCRIPTION

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| **Job Title:** | Receptionist |  |  | |
| **School:** | The Colleton Primary School | **Salary:** | £25,584 FTE (£20,909 pro rata) | |
| **Reports To:** | School Office Manager |  |  | |
| **Grade:** | 3 |  |  | |
| **Employment Status:**  Fixed Term to 31st August 2026; Term Time only + inset days | | | |  |
| **Hours of Work:**  35 hours per week, Monday - Friday, from 8.00am to 3.30pm, with 30 minutes unpaid lunch break | | | |  |
| **Job Purpose**  To provide full general receptionist and administration support to the school and assist with resolving enquiries | | | | |
| **Departmental/Team Purpose:**  The purpose of the school is to meet the educational needs of children and young people within the local community | | | | |
| **Organisation Chart:**  Headteacher  Receptionist  School Office Manager | | | | |

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| Scope |  |
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| **Financial Accountabilities** | NONE |
| Budgets directly controlled (please state if this has been delegated to the post-holder) |  |
| Budgets monitored on day-to-day basis: |  |
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| **Staff Responsibilities** | NONE |
| Number of employees managed/supervised: |  |
| Number of FTE (Full Time Equivalents) employees managed/supervised: |  |
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| **Management of Physical Assets** | NONE |
| Nature of physical assets directly controlled, (eg. children’s home): |  |
| Details of service contracts managed: |  |
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| Summary of Main Contacts.   * Families * Teachers * Pupils * Governors * Other school staff * Other professionals * LEA |

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| **Safeguarding statement**  We take our safeguarding responsibilities very seriously, and we work hard to make sure our school has effective safeguarding systems in place. We expect everyone working in the school to share a common objective to help keep children and young people safe by contributing to:   * providing a safe environment for children and young people to learn in * identifying children and young people who are likely to suffer significant harm and taking appropriate action with the aim of making sure they are kept safe both at home and in the education setting. |

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| Main Tasks/Accountabilities |  |
| 1. Provide support to the School Head, Deputy Head and Senior Leadership Team. |  |
| 1. Undertake day to day administration/financial duties as directed by the line manager, including dealing with day to day correspondence, telephone calls, standard letters, reports etc. receive, manage admin email inbox, manage school diary). |  |
| 1. Handle all visitors to the school in line with SCR governance, deal with general/parental enquiries by telephone, taking messages and referring matters to the appropriate person. |  |
| 1. Be responsible for the creating, updating and the distribution of reports/forms |  |
| 1. Establish and maintain administrative systems in order that the tasks undertaken by the line manager can be successfully completed. |  |
| 1. Liaise with the Business Assistant, monitor office stationery stock levels and re-order as required. |  |
| 1. Collate and record lunch orders and liaise with kitchen staff to communicate meal numbers on a daily basis. |  |
| 1. Receive and check all deliveries ensuring they tally with the order follow up all errors and maintain a recording system for all orders. |  |
| 1. To prepare data returns required by the local authority or other bodies. |  |
| 1. Book courses for staff and arrange supply cover where necessary following school’s guidelines and book all transport required by the school. |  |
| 1. Be responsible for pupil intake administration and maintain SIMS database. Attend to Nursery admissions (if applicable) |  |
| 1. Be responsible for attendance, including the maintenance of registers and absences through the school database. |  |
| 1. Administer medicines as per the school policy |  |
| 1. Any other duties that reasonably fall within the purview of the post which may be allocated after consultation with the postholder. |  |

PERSON SPECIFICATION

Please ensure that you read the person specification carefully as this will be used to assess candidates as part of the shortlist and interview process.

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| **Knowledge/Qualifications:**  Essential   * A good general education including GCSE Grade A – C equivalent in English and Maths   Desirable   * NVQ level 2 (administration) or equivalent * Knowledge of Arbor or other Management Information Systems (MIS) packages |
| **Skills/Abilities:**   * Excellent general communication skills * Excellent telephone manner * Good organisational skills – able to prioritise workload effectively * Able to identify needs quickly and deal effectively with enquiries * Able to deal with confidential and sensitive information with tact and diplomacy * Able to use Word, Excel and Outlook * Ability to set up and maintain digital record and filing systems * An ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. |
| **Experience**:   * At least one-year experience in a similar environment * Word processing experience * Experience of working within a busy, diverse environment |
| **Personal Qualities:**   * A flexible approach to work, remaining calm under pressure * A sense of responsibility and professionalism * Tact, diplomacy and sensitivity * Great interpersonal skills * Integrity * Team player * Good sense of humour |