

Receptionist Level 1 Job Description & Person Specification



Job Description

Job Title: Receptionist Level 1

Pay Range: A1

Responsible to: Business Manager/Headteacher

Role: Under the direction of the Business Manager, provide routine general clerical and administrative support to the school.

Key Responsibilities

- Welcome visitors, parents, pupils and contractors in a professional and courteous manner.
- Undertake reception duties and manage visitor sign-in, ensuring safeguarding procedures are followed for all visitors.
- Manage the school's reception area and telephone system.
- Respond to enquiries by phone, email and in person.
- Process incoming and outgoing post.
- Carry out a range of administrative duties, including photocopying, filing, emailing and forms.
- Support attendance administration and communication with parents where required.
- Deliver excellent customer service.
- Support pupil first aid and welfare.
- Maintain records.
- Comply with safeguarding, H&S, confidentiality and data protection.
- Support equality policies.
- Contribute to school ethos.
- Other commensurate duties.

Person Specification

Essential

- GCSE (or equivalent) English and Maths.
- Effective communication.
- Accurate filing and data entry.
- Use office equipment and Microsoft Office.
- Teamwork and prioritisation.
- Knowledge of office procedures.
- Customer service experience.

- Maintain confidentiality.
- Commitment to development.
- Enhanced DBS check.

Desirable

- NVQ Level 2 or equivalent.
- Basic first aid.
- Numeracy/literacy qualifications.
- Teamworking experience.
- Organisational skills.
- Experience working with children.