



JOB DESCRIPTION & PERSON SPECIFICATION

SECTION: Administration **GRADE: 4**

JOB TITLE: Receptionist /
Administrative
Assistant **DATE PREPARED: March 2026**

REPORTING TO: Senior Office
Manager/
Office Manager

DIGNITY AT WORK: To show, at all times, a personal commitment to treating all students and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the College's Equal Opportunities in Employment Policy.

MAIN PURPOSE: To operate a welcoming and organised reception service that promotes a professional image of the College and which actively promotes a culture of ongoing vigilance to protect and safeguard our students. The receptionist is also required to assist the Office Manager with various administrative/low level finance tasks, as required, and demonstrate a good level of ICT skills and knowledge.

PRINCIPAL ACCOUNTABILITIES:	
<i>Please note decision making must be included within the Principal Accountabilities</i>	
1.	To promote and safeguard the welfare of children and young people.
2.	To act as the initial point of contact for incoming phone calls, visitors and students with a professional, helpful and friendly approach to build positive ongoing relationships.
3.	To use an extremely busy switchboard, transferring a large number of daily calls through to the appropriate department or member of staff.
4.	To deal with enquiries, by email, telephone and in person, and to ensure accurate information is passed to the relevant parties in a speedy manner, maintaining confidentiality at all times
5.	Resolve queries and questions, liaising with relevant members of the school team as appropriate, ensuring that appropriate actions are taken in a timely manner.
6.	Use own initiative to prioritise a fast and efficient service between the switchboard and counter.
7.	Be responsible for managing and assisting visitors to sign in and out using a digitised log in system (InVentry) and ensure that they are issued with the correct lanyard (observing safeguarding protocols).
8.	To maintain a neat and tidy reception area, ensuring school publications and other relevant information readily available for visitors.

9.	To work with due regard to confidentiality and the principles of Data Protection, encouraging others to do the same.
10.	Communicate and co-operate effectively and positively with specialists from outside agencies where applicable.
11.	Expert communication skills to defuse potential heated situations with upset parents and/or students.
12.	Monitor CCTV footage at the main entrance and bus loop to ensure safeguarding of staff and students and swiftly report any issues or concerns.
13.	To set an example of positive personal integrity and professionalism, with positive, appropriate and effective communications and relationships at all levels.
14.	Keep up to date with and observe relevant child protection procedures, in line with keeping Children Safe in Education (2022) and Guidance for Safer Working Practice for Adults who work with Children and Young People in Education settings.
15.	Observe relevant health and safety regulations as they relate to your working practices and responsibilities, including the Health & Safety at Work Act 1974 and SMC health & safety procedures.
16.	To support the Office Manager with various admin and low level financial tasks throughout the school holidays.
17.	Undertake such duties as may be reasonably required commensurate with the grade of the appointment.
<p>OTHER RESPONSIBILITIES: The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on St Cuthbert's RC Academy Trust, as your employer and you as an employee of the Trust. In addition to the Trust's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Trust's H&S policy.</p>	
<p>GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Trust are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Trust, including remotely where necessary.</p>	

<p>DIMENSIONS: All sections should be completed – if there aren't any state 'none'</p>
<p>1. Responsibility for Staff:</p> <p>None</p> <p>2. Responsibility for Customers/Clients:</p> <p>Responsible for presenting a professional, friendly, welcoming reception to visitors, parents and members of the school community.</p> <p>3. Responsibility for Budgets:</p> <p>None</p> <p>4. Responsibility for Physical Resources:</p> <p>Responsible for equipment such as laptop, photocopiers, telephones, and any other Trust physical resources used to do your job.</p>

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

Students, Parents, Staff, Directors, Senior Leaders, Year Teams.

2. With Any Other Areas

Works collaboratively within the Trust.

3. With External Bodies to the School

When required and under direction with outside agencies, businesses, suppliers and other service providers.

ORGANISATION CHART:

Head of School

Chief Financial Officer

Senior Office Manager

Office Manager

Receptionist/Administrative Assistant

	Tick relevant level for each category					Supporting Information (if applicable)	
	Not applicable	Low	Moderate	High	Very High		Intense
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).		√					
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			√				Lack of privacy; could be exposed to highly confidential information.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.			√				Could be on occasion exposed to confrontational situations and verbal abuse from students, parents/carers on the telephone or in person.

PERSON SPECIFICATION		Tick relevant column		List code/s*
<p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p><i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References</i></p>		Essential	Desirable	How identified
		1. Qualifications:		
	GCSE Maths and English, Grade C or above (or equivalent)	X		AF, CQ
	Administrative qualification (or equivalent)	X		AF, CQ
	Safeguarding Level 1 (to be completed on appointment)	X		AF, CQ
	Willingness to work towards personal development, attending relevant training courses relevant to the role	X		AF
2. Relevant Experience:				
	Experience of working in a busy reception/office environment	X		AF, I, R
	Computer literate, particularly in the use of Microsoft Office 365	X		AF, I, R
3. Skills (including thinking challenge/mental demands):				
	Motivation to work with children and young people	X		AF, I, R
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	X		AF, I, R
	Ability to keep a high degree of confidentiality and discretion	X		AF, I, R
	Ability to work on own initiative, knowing when to take direction and support from your line manager	X		AF, I, R
	Accurate and well organised approach to work, with the ability to plan and prioritise workload	X		AF, I, R
	Ability to work well as part of a team, independently or under direct instruction	X		AF, I, R
4. Knowledge:				
	A knowledge and commitment to safeguarding and promoting the welfare of children and young people	X		AF, I, R
	A knowledge and understanding of GDPR and an appreciation of the importance of confidentiality	X		
	Know the importance of the impact of good first impressions	X		AF, I, R
5. Interpersonal/Communication Skills:				
	Ability to establish professional, effective working relationships with a range of internal and external partners/colleagues, parents, visitors and students	X		AF, I, R
	Ability to exchange verbal information clearly, calmly and sensitively with children and adults	X		AF, I, R
	Effective enquiring skills, to draw out the pertinent information when taking messages	X		AF, I, R
	Ability to communicate effectively in writing			
	Ability to deal calmly and sensitively with confrontational situations	X		AF, I
6. Disclosure of Criminal Record:				
	The successful candidate's appointment will be subject to the school obtaining a satisfactory Enhanced Disclosure from the Disclosure and Barring Services.	X	N/A	DBS Enhanced Disclosure