

St Helen's School

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Receptionist – Job Description



JOB DESCRIPTION

Receptionist

The Post

We have an opportunity for a proactive and customer-focused individual to work at our Senior School Reception desk.

In this role, you will be a first point of contact for staff, parents and visitors, ensuring exceptional service, seamless communication and a consistently high standard of professionalism. Your welcoming, solution-oriented approach will contribute to the smooth running of activities across the school.

The Purpose

To provide a professional and welcoming reception service for all visitors to St Helen's School, ensuring the highest standards of customer service at all times.

To positively represent and promote St Helen's School, ensuring that every visitor receives a warm, professional and positive first impression of the School.

SALARY: £24,700 to £26,500 per annum (actual) depending on experience

HOURS: Monday – Friday 8.00am - 5.30pm during term time plus an additional six weeks worked during school holiday periods.

Main Responsibilities

Reception and Customer Service

- Welcome and receive all visitors to the School in a warm, professional and courteous manner, ensuring they receive a positive first impression of St Helen's School.
- Administer and maintain the School's security badge, fob and biometric systems for pupils, staff and contractors, ensuring appropriate access and security procedures are followed.
- Manage all incoming telephone calls, professionally screening and directing calls as appropriate and taking accurate messages for staff and pupils.
- Ensure the School's public reception areas are maintained to the highest standards, presenting a welcoming, professional and well-organised environment at all times.
- Manage the receipt, distribution and dispatch of internal and external post and correspondence, responding to enquiries or directing them to the appropriate member of staff.

Administrative Support

- Provide general administrative support including typing, data entry, photocopying, laminating, binding and responding to pupil queries.
- Monitor and administer pupil attendance at extra-curricular clubs, liaising with club organisers to ensure accurate records and appropriate arrangements are maintained.
- Liaise with the Senior Leadership Team (SLT) member on duty to support arrangements for pupils who have not been collected at the expected time.
- Undertake any other appropriate administrative or operational duties required to support the effective and efficient running of the School.
- Manage stationery orders, ensuring supplies are ordered in a timely and cost-effective manner, and share relevant order and expenditure information with the Finance Team to support accurate financial tracking and reporting.



Other Duties

- Fulfil responsibilities outlined in the School's Health & Safety Policy and actively participate as a member of the School's Fire Team.
- Promote and safeguard the welfare of children and young people at all times, ensuring full compliance with the School's Child Protection and Safeguarding Policy.
- Support and promote the School's ethos, aims and objectives, contributing positively to the wider life of the School.
- Maintain a high level of professionalism, confidentiality and discretion when dealing with pupils, parents, staff, visitors and external contacts.

The Person

The successful candidate will demonstrate the following:

- Excellent written and verbal communication skills, with a high standard of spoken and written English.
- A clear understanding of, and commitment to, the aims, values and ethos of St Helen's School.
- Good working knowledge of Microsoft 365 applications, including Word, Outlook and Excel.
- A sound understanding of safeguarding and child protection, with a commitment to promoting the welfare of children and young people.
- Previous experience in a reception, administrative or school office environment.
- Experience of working in a busy office and establishing and maintaining effective administrative systems.
- Experience of dealing professionally and confidently with a wide range of internal and external stakeholders.
- A warm, approachable and personable manner, with the ability to establish an immediate rapport with both young people and adults.
- Excellent interpersonal and communication skills, with the confidence to engage effectively with a diverse range of stakeholders.
- The ability to remain calm, composed and professional when working under pressure.
- Strong organisational skills, with the ability to prioritise tasks and manage competing demands effectively.
- The ability to maintain accurate and efficient office administration systems.
- The ability to work collaboratively as part of a team while also using initiative and working independently.
- A proactive and solution-focused approach, with the ability to identify issues and find practical solutions.
- A professional telephone manner and confident approach to dealing with enquiries.
- A smart, professional and approachable appearance.
- A willingness to learn, develop new skills and take on new responsibilities.
- High levels of confidentiality, discretion and personal integrity.
- A sensitive and empathetic approach when responding to the concerns or queries of parents, pupils and staff.
- A positive, flexible and proactive "can-do" attitude, with a willingness to support colleagues and contribute to the effective running of the School.

Desirable Qualifications, Experience and Personal Attributes

It would be advantageous for the successful candidate to have:

- Experience of using iSAMS or another school management information system (MIS).
- Experience of working with databases and maintaining accurate electronic records.
- Previous experience of working in a school administration or school office environment.
- An understanding of school administration processes and the ability to adapt quickly to school-specific systems and procedures.



APPLICATION PROCESS

Closing date: 9:00am Thursday 8 October 2026

Interview date: Wednesday 14 October 2026

Please apply as soon as possible as shortlisting/interviews will progress up until the closing date. Should a suitable candidate be appointed, we reserve the right to close the advert early.

Due to the volume of applicants, we receive, if you do not hear from us within 4 weeks of the closing date, please assume we will not be progressing your application further on this occasion.

