

# Receptionist

## Job Description & Person Specification



**Approved by:** Jayson Rawlings

**Last reviewed on:** September 2025

**Next review due by:** September 2026

**Title:** Receptionist

**Salary Scale:** £24,8630

**Hours/Basis:** Full-time – 40 hours per week/ 52 weeks

**Accountability:**

Senior Leadership Team including Headteacher.  
School Business Manager

**Purpose & Objective**

The successful candidate will be professional, able to work under pressure and to tight deadlines. They will be able to multitask and manage a varied workload prioritizing in a fast-paced environment. They will have strong ICT, literacy and communication skills.

Being part of our new school office team offers an exciting range of challenges, you are at the centre of the efficient working of our school working directly with our most important stakeholders – our children, their families and our staff. Under the direction of the Headteacher and Senior Leadership Team, but with personal responsibility and autonomy, you will have a direct impact on helping to ensure our school remains successful in the care and education of our children.

The main purpose of the role is:

- To provide an efficient and effective administrative and reception service to the school ensuring that versatility and lines of communication are effectively maintained.
- To be responsible for the efficient and effective running of the school reception, welcoming families, children, visitors and stakeholders to the school.
- To support the school with administration, ensuring daily tasks are completed in an efficient manner and in adherence to comprehensive guidelines
- To be flexible in facilitating the organisational and administrative priorities of the school by responding positively to change.

**General Reception Duties:**

- To undertake administrative work for the Head Teacher and other school staff.
- To type letters, reports, emails, and other documents, using appropriate equipment. This will include documents of a confidential nature
- To receive and relay promptly any telephone or other messages, dealing as appropriate with routine enquiries.
- To liaise, as required, with the school community
- To ensure that visitors and callers to the school are correctly received and to deal sensitively with anxious, distressed, or impatient callers, whether by telephone or in person
- To provide welcome visitors to the school and ensure that safeguarding procedures are followed in line with school visitor policies.
- To organise postal arrangements as necessary

- Arrange booking of facilities for a range of events, ensuring equipment and refreshments are provided appropriately
- To undertake general administrative duties as directed
- Overseeing the enquiry mailbox
- Attendance at parents' evenings and open evenings as required
- Manage school diary and Headteacher diary on SharePoint; ensure Headteacher diary is updated with all staff absence meetings

### **Personnel/Staffing Administration:**

- Supporting with the recruitment process with administrative duties
- To provide a minuting service for staff meetings, distributing minutes as appropriate
- To undertake appropriate professional development and set an example of personal integrity and professionalism.

### **Undertake Pupil Administration which will include:**

- Maintain appropriate pupil records through efficient data input, filing and record keeping systems, ensuring the integrity and confidentiality of information
- Supporting home school transport arrangements including liaison with relevant parties
- Responsibility for administering schools' admissions procedures and accurately maintaining the pupil related information system
- Support EHCP review administration where required
- Liaise with kitchen and agencies to ensure dinner numbers recorded on the MIS and for the catering company are accurate
- Liaise with Pupil Transport and parents to communicate changes and updates to routes where required.

### **Other Duties**

- Contribute to the wider life of the company, its school, and its community through out of hours and partnership work when required.
- Demonstrate commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults.
- Carry out your duties with full regard to the School's published employment policies.
- Comply with health and safety policies, organisational statements, and procedures, undertake to report any incidents/accidents/hazards and to take a proactive approach to health and safety matters in order to protect both yourself and others.
- Contribute to the overall aims and ethos of the company and establish constructive relationships with the other schools under Renaissance Education, Central team and other agencies as appropriate to this role.
- Participate in training, performance development and other learning activities as required to understand our students and families
- Always promote the School's ethical values
- To work collaboratively with colleagues as part of a professional team, in particular the class teachers and teaching assistants to prepare/manage resources
- To assist in the general efficient operation of the school, including providing support to the Head Teacher and SLT where applicable..

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- To attend staff meetings, participate in appraisal arrangements and undertake training and development activities.
- Liaise with parents and external agencies professionally and appropriately
- Review and develop own professional practice including online social media presence
- To maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential or sensitive information.
- To maintain an up to date knowledge of school policies and working practices.
- Any other duties as commensurate with the post.

### **Safeguarding**

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies
- Promote the safeguarding of all pupils in the school
- To report any safeguarding concerns to the DSL and/or DDSL and record on MyConcern.

Receptionists as vital support staff are required to follow school policies and the staff code of conduct.

Please note, this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Receptionist will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher or line manager.

# Person specification

## Method of Assessment (M.O.A.)

A.F. = Application Form; I = Interview; T = Test or Exercise; C = Certificates

CRITERIA	QUALITIES	MOA
<b>Qualifications and training</b>	Possess sound skills in using Microsoft Office and other office equipment/packages Good literacy and numeracy skills to Level 1 or 2 Possess the ability the write routine letters, record information, handle/record cash, work with databases Ability to undertake straightforward calculations, maintain records and read/write messages and instructions	A.F/I/C
<b>Experience, Skills and Knowledge</b>	Experience working in a school environment or other educational setting including with children with Autism and/or SEMH needs Experience of using database systems (desirable) Good interpersonal and communication skills Understanding of confidentiality and safeguarding arrangements Ability to work collaboratively Good organisational skills Ability to work efficiently and accurately under pressure	AF/I/T
<b>Personal qualities</b>	Enjoyment of working with children and commitment to the principle of inclusion  Sensitivity and understanding, to help build good relationships with pupils, staff and parents  A commitment to promoting the ethos and values of the school  Commitment to maintaining confidentiality at all times  Commitment to safeguarding pupil's wellbeing and equality  Resilient, positive, forward looking and enthusiastic about making a difference  A team player with a 'can do' approach  Acts with pace and urgency, enthusiastic and decisive An awareness , understanding and commitment to equal opportunities	AF/I

	Capacity to inspire, motivate and challenge children and young people	
<b>Training</b>	Willingness to participate in further training and developmental opportunities offered by the school to further knowledge.	AF/I

**The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**  
**This role is subject to references and an enhanced DBS check.**

**Declaration**

I \_\_\_\_\_ (Insert Full Name) have received, reviewed and fully understand the job description for the Receptionist position at Renaissance Education.

I further understand that I am responsible for the satisfactory execution of the essential functions described there in under any and all conditions described.

Employee Name (Please print full name) \_\_\_\_\_

Employee Signature \_\_\_\_\_ Dated \_\_\_\_\_

Headteacher/line manager \_\_\_\_\_ Dated \_\_\_\_\_